

3.15 / Internal Dispute Resolution Process

PURPOSE:

Situations may occur where an employee believes that the fair and consistent application of a Wichita State University (“University) policy affecting the employee has not been followed. In most cases, the University expects that the employee will be able to satisfactorily address such concerns within the work area through an informal process. If the situation cannot be resolved through an informal process, the University wishes to provide employees an alternative internal process. All decisions made regarding the Internal Dispute Resolution Process should be unbiased, non-retaliatory, and non-discriminatory.

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POLICY STATEMENT:

The University provides a formal process to address employment situations that arise which are not able to be resolved in the course of routine communication. Employees are encouraged to attempt to resolve such situations through the informal process. If the situation cannot be resolved through an informal process, the University provides a formal process to address such situations. The formal process is designed to be fair and consistent and to provide employees with an opportunity to be heard. The formal process is not intended to be a substitute for the informal process. The formal process is designed to be unbiased, non-retaliatory, and non-discriminatory.

employee initiating the Dispute Resolution, and are involved in the Internal Dispute Resolution Process.

PROCEDURE:

The University's Internal Dispute Resolution Process consists of two steps:

Step I: Review

Step II: Appeal

The process is structured to minimize any potential bias. It will result in participation of individuals who may be in a different chain of command than the employee. It will also result in participation by Human Resources (HR) or Equal Opportunity (EO), dependent upon the situation.

Time limits in the process set forth below must be followed to ensure enough time is provided to review information and respond to the Dispute Resolution Request

5. Senior Leadership will provide a decision via written response to the employee, HR or EO, and Leadership, not to exceed twenty (20) University calendar days of the date of the Dispute Resolution Request.

Step II: Appeal

1. If the employee is unsatisfied with the response from *Step I: Review*, the employee can proceed to *Step II: Appeal* by submitting a Dispute Resolution Request to HR or EO as the President's designee, whichever was not involved in Step I, above. The Form must be filed within ten (10) University business days from the date