

Lebanese American University
STAFF GRIEVANCE PROCEDURES
Approved by the University Executive Council on August 7, 2007

Filing a Grievance:

Grievances must be initiated within ten working days of the action being grieved.

When filing a Staff Grievance, the grievant must contact the Human Resources Office and schedule a meeting with the Director of Human Resources.

Prior to the date of the meeting, the Human Resources Office shall forward a Grievance Form to the grievant to be filled, signed, and sent to the Human Resources Office, prior to the meeting taking place.

Along with the Form, the grievance should include all relevant documents, paperwork, other evidence, and/or witnesses' names, deemed relevant to substantiate the grievant claims. The grievant is required to exercise discretion, and proper judgment, in what is included as substantiating evidence.

The Director of Human Resources is required to file the Grievance Form, and give it a true date documenting that a grievance has been filed, only upon receipt of the written Form.

Verbal grievances communicated to the Director of Human Resources, or any other University official, will not be recorded, and will not trigger the application of the Grievance Policy, unless they are reduced to writing by utilizing the Grievance Form duly signed by the grievant.

Upon filing a grievance, the Director of Human Resources shall immediately notify the respondent, and the respondent's immediate supervisor, providing them with a copy of the grievance and its attachments. The respondent is encouraged to provide a written response, within five working days. However, failure to answer a charge, or to participate in the investigation, will not prevent the process from proceeding.

Grievance Committee:

Upon receipt of the respondent's response, or upon the expiration of the five working days period to respond, the Director of Human Resources shall immediately forward the Grievance Form, and the response, with all the attached documents, to the Grievance Committee.

This Committee is composed of:

1. The Director of Human Resources (if the grievance involves a staff member). If the grievance involves the Human Resources Director then he/she is to be replaced by the assignee of the Vice President for Human Resources and University Services.
2. The immediate supervisor of the grievant, unless the grievance involves said supervisor, then the higher in command shall be named.
3. For a staff member, an employee of similar rank, and comparable work situation, as the grievant.
4. A faculty representative, in the event that the grievance involves a faculty member, or a staff working for a School at the University.
5. The Director of Guidance, if the grievant is a student.

The Committee should meet within ten working days of receipt of the Grievance Form, and within fifteen working days of said date, the Committee shall schedule a meeting with the grievant, and the respondent, with an attempt to resolve the matter within the policies and the regulations of the University. The Grievance Committee, may also, in its effort to resolve the complaint, investigate the matter and interview the witnesses.

During the first meeting, the Committee will elect a Chair.

Grievance Commission:

If the above resulted in the grievance being resolved, a report should be prepared, by the Grievance Committee, on the grievance, and how it was resolved, with all the proper documentation that relates to the grievance. The report should be submitted to the Grievance Commission, composed of; the Vice President for Human Resources and University Services, the General Counsel and the Vice President(s) of the area(s) concerned.

No resolution shall be final, prior to the Commission reviewing the record submitted and approving the decisions taken by the Committee.

If no unanimous resolution is reached by the Committee, the grievance shall be referred to the Grievance Commission.

All communication between the Committee and the Commission should be in writing. The Commission shall review the written record within five working days of receipt of the report, and make a determination on whether a hearing should be scheduled, or a recommendation can be agreed upon, based on the written record.

If the Commission decides to hold a hearing, it should be scheduled within five working days of the date of the determination. The findings of the Commission shall be reduced to a final recommendation within five working days of the hearing, or five working days of the receipt of the file, if no hearing is to be scheduled.

The recommendation of the Commission shall be submitted to the President who will make a final decision on accepting the recommendation in full, modifying it, or remanding the case to the Commission, with instructions to further investigate and/or amend the recommendation.

If the case is remanded to the Commission, the Commission has to review the case anew and submit its recommendation, within ten working days, to the President, for final disposition.

The decision of the President shall be final.

Final disposal of a Grievance:

When a grievance is resolved at any stage stated above, a Grievance Resolution Form shall be filled and signed by all the involved parties.

Bi-annual reports:

The Human Resources Office shall provide the Grievance Commission with bi-annual reports on all grievances filed, how they were disposed of, any follow-up on; the grievance, the grievant, and/or the respondent, and any reflection the grievance had, or should have, on the University Policies and Procedures.