

## Student Worker Grievance Policy

### Policy Statement

Southeastern Louisiana University wants employees to be happy in their work. Sometimes dissatisfaction arises in the relationship between employees or between employees and their supervisor. If this occurs, employees should feel free to discuss a complaint with their supervisor.

### Purpose of Policy

It is the policy of the University to develop and maintain a satisfied and efficient work force. When an employee feels he/she has been treated unjustly, he/she has the right to use the grievance procedure without fear of coercion, discrimination or reprisal because of this action.

### Applicability

This policy applies to all Student Workers.

### Policy Procedure

1. If a student has a grievance, he/she should meet with his/her immediate supervisor and an earnest attempt should be made for a mutual agreement. The immediate supervisor will give a verbal answer within two (2) working days. If the student does not appeal the verbal answer within two (2) additional working days, the grievance shall be considered settled at the first step and not subject to further review.
2. If the student does not feel that the situation has been satisfactorily resolved he/she should see the department head, unit manager, or designated representative in an attempt to resolve the problem. The department head, unit manager or designated representative will give a verbal answer within two (2) working days.
3. If this verbal answer is not appealed, in writing, within five (5) working days to the Director of Financial Aid, the grievance shall be considered settled at the second step and not subject to further review. If appealed, the grievance will be submitted to the Director of Financial Aid for a hearing. The Director's decision will be made in writing within ten (10) working days of that hearing.
4. Any appeal of the Director's decision must be made in writing within five (5) working days to the Vice President of Student Affairs or his/her designate. The Director's decision may be changed for only serious and compelling reasons. There shall be no appeal on the Vice President of Student Affairs' (or his/her designee's) decision. The decision shall be final, exclusive and binding on the University and the student employee.

*[end of policy]*