

Resources

ISU HANDBOOK

<http://web.indstate.edu/adminaff/handbook.htm>

HUMAN RESOURCES

<http://www.indstate.edu/humres/>
812-237-4114

SUPPORT STAFF COUNCIL

<http://www.indstate.edu/ssc/>
812-237-7829

OFFICE OF DIVERSITY AND AFFIRMATIVE ACTION

<http://www.indstate.edu/affactdiversity>

Contact the Office of Diversity & Affirmative Action (ODAA) to make an appointment for further consultation on the matter.
812-237-2877

PUBLIC SAFETY

<http://www.indstate.edu/pubsafety/>
911 (emergency only) or 812-237-5555

Additional Resources

EEOC—U.S. EQUAL EMPLOYMENT OPPORTUNITY CENTER

<http://www.eeoc.gov/>

NATIONAL LABOR RELATIONS BOARD

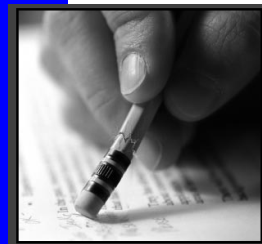
<http://www.nlr.gov/nlr/home/default.asp>

This is an informational brochure created by the Employee Relations Committee of the Support Staff Council to assist employees if the need arises.

This brochure applies to Support Staff employees who have an on-going position in the Support Staff classification system either full-time with benefits or part-time with benefits.



Resources to Assist with Resolving Uncomfortable Working Conditions



**Indiana State University
Support Staff Council**

Occasionally, conflicts or uncomfortable situations do arise and you may wonder if your rights as an employee are being violated. The purpose of this brochure is to assist with organizing your thoughts, plans, and actions in a professional manner as well as resolving the situation.

Employee Responsibility

- It is the responsibility of the individual to make the initial contact with an official unit such as Human Resources, Affirmative Action or a trained Support Staff Council person for assistance.
- Know the benefits and regulations of the University.
- Know where to find information on the benefits and regulations.
- Follow the regulations.
- Employees should actively seek resolution of problems within the work units by initiating discussions of concerns with the immediate supervisors within a reasonable time frame.
- Should direct communication between an employee and the supervisor fail to produce a resolution of an employee's concerns, the Support Staff Grievance Policy, as outlined in the Indiana State University Handbook, provides the employee with the formal grievance procedures including a timeline for filing a grievance. The Policy is designed to provide a review of the matter and to stimulate recommendations for the resolution of the grievance. It is important to know that an employee has only 10 days from the time of the incident to file a grievance. Therefore it is important to start the process as soon as possible if the employee decides to file a grievance.

As reflected in the University Handbook there are exclusions to the **Grievance Policy**:

- Excluded from the Grievance policy are issues concerning the employee's pay classification and performance appraisal. Also, job and shift assignments, reassignments that do not affect salary or classification, reductions in staff and departmental functions, programs, and budgets do not qualify as valid grievances.
- This policy does not apply to employees during the introductory period.

Employee Documentation

- Keep paper & pen with you so you may precisely record information about incidents in a timely manner.
- Record such things as who said what or what happened. Record facts and exact information - no emotions should be included in the documentation. If feelings are included, unless you identify them as such (I felt embarrassed, frightened, etc).
- When the incident happened.
- Where the incident took place.
- Who the witnesses were and how to contact them.
- Why you think the incident happened.
- Include what you said or did honestly even if it doesn't show your best side.

Support Staff Council Responsibility

- Assist in directing employee to the proper official unit or person.
- An employee may get assistance from a co-worker or trained Support Staff Council member, who is a member of the Employee Relations Appeals Committee, at any time during the procedure for advice, help with the written forms, or appear with them at any meetings related to the grievance.

University Responsibility

- Inform employees of the benefits and regulations at the time of employment. This information is contained in the University Handbook which is an online resource. The handbook contains the Grievance Policy and Procedure which must be followed.
- Inform employees of changes as they occur.
- Follow the regulations.
- Employees must not be made to feel threatened or guilty for making a grievance known. It is the responsibility and obligation of the employer to ensure that complaints registered with the employer are investigated and appropriate actions are taken where necessary.