

Subject:		Issued By:	
GRIEVANCE PROCEDURE		HUMAN RESOURCES	
		Approved By: Kathleen R. Hurtado President & CEO	
Policy #:	Issue Date:	Revised Date:	Effective Date:
528-PRO	September 1, 2006	July 5, 2008	July 5, 2008

Reference: Revised and adapted from LAC + USC Healthcare Network Policy #528 dated 6-30-1975, as well as old HRA/PSA Grievance Procedure Policy #HRD-017 dated July 1999 and further revised as of 9-1-2006.

PURPOSE

To ensure that Staff Member grievances are addressed and resolved promptly and equitably by Management.

POLICY

Staff Member grievances shall be addressed promptly and equitably by Management without discrimination, coercion or reprisal against any Staff Member who submits a grievance. For additional information on valid grievances and complaint procedures please see USC’s Staff Complaint Procedure Policy here: <http://policies.usc.edu/policies/complaint/staffcomplaint062606.pdf>.

PROCEDURE

- 1. INFORMAL DISCUSSION:** Before undertaking any formal grievance procedures, the Staff Member is encouraged to informally discuss the matter with their immediate Supervisor or any senior level Manager or Supervisor. In many cases the matter can be resolved without resorting to the formal grievance procedure. Such discussions do not constitute a waiver of any rights to the filing of a formal grievance by any Staff Member;
- 2. STEP ONE: CONTACT IMMEDIATE SUPERVISOR OR HUMAN RESOURCES:** HRA Staff Members should discuss their grievance(s) with their immediate Supervisor – who may be a Principal Investigator - or with the HRA Human Resources Department – or with any senior level Manager or Supervisor – preferably within 10 calendar days of whatever incident created the grievance. The Supervisor or Human Resources Department will investigate the matter and attempt to provide a written resolution or response within three working days of the grievance being reported, or such longer period as is required under the circumstances to properly investigate the matter. The Staff Member must always be notified of the expected time frame involved in resolving the grievance;
- 3. STEP TWO: PRESIDENT & CEO:** If the Staff Member is not satisfied with the decision at Step One (#2 above) of this procedure, they may – within an additional three working days from the date notified in Step One – *submit a written request* to interview with the President & CEO of HRA to discuss and investigate the basis for the grievance. HRA’s President & CEO will then provide a written decision to the Staff Member within 10 working days, or such

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longer period as is required under the circumstances to properly investigate the matter. The Staff Member must always be notified of the expected time frame involved in resolving the grievance. The decision at this step shall be final and conclusive to all parties.

GUIDELINES:

1. **SITUATIONS WHERE STAFF MEMBER MAY SKIP A PROCEDURAL STEP:** HRA encourages all grievances to be handled at the department level. However, the following exceptions are recognized as instances where a Staff Member may skip a procedural step:
 - a. If a Staff Member suspects that a federal or state law is being violated or is about to be violated;
 - b. If a safety hazard exists that threatens the health and/or well-being of a Staff Member or a Research Participant;
 - c. If the grievance directly involves the Principal Investigator and/or the Staff Member’s immediate Supervisor;
2. **CONFIDENTIALITY:** HRA cannot guarantee that the grievance will be kept confidential because of the need to investigate the matter, but HRA will use its best efforts not to disseminate information concerning the grievance beyond those who need to know;
3. **STAFF MEMBERS WILL NOT BE DISCRIMINATED AGAINST FOR FILING A GRIEVANCE:** It is HRA’s intention to be fair and impartial in order to establish the most equitable working relationship possible. No Staff Member will be discriminated or retaliated against, or in any way penalized, for using this procedure;
4. **FAILURE TO MOVE TO NEXT LEVEL = RESOLUTION:** If a Staff Member fails to appeal from one level to the next level within the time frame established in this grievance procedure, the grievance may be considered settled on the basis of the last decision and the grievance may not be subject to further appeal or reconsideration. Only HRA’s President & CEO may intervene to restart an investigation into a grievance if time frames have expired.

RESPONSIBILITY

Human Resources
Supervisors
All Staff Members

REFERENCES

L.A. County Code Section 5.04.230
DHS Policy# 770