

**Applies to:** Staff

**Responsible Office**

**Human Resources**

### POLICY STATEMENT

The college recognizes disputes may arise in the employment setting. Parties involved in a dispute are encouraged to seek informal resolution. It is management's responsibility to facilitate fair and equitable resolution of disputes. In the event informal resolution is unsuccessful, staff may pursue a formal resolution process.

Matters that are excluded from this process are corrective actions/terminations issued by the college, classification determinations by the Office of Human Resources, and complaints of discrimination.

Dispute resolution for full-time faculty will be in accordance with the grievance procedure included in the Agreement between Central Ohio Technical College and the United Faculty/Central Ohio Technical College, AFT/OFT.

### Purpose of the Policy

To facilitate fair and equitable resolution of disputes.

### Definitions

Term	Definition
Employment dispute	An unresolved issue concerning interpretation and/or application of workplace policy, practice, or procedure.

### PROCEDURE

- I. Employment disputes and resolution
  - A. Informal resolution
    1. Staff are encouraged to bring **employment disputes** to the attention of their supervisor as soon as possible and may also seek resolution with other appropriate individuals, including the appropriate senior-level administrator.
    2. Supervisors are expected to make good-faith efforts at fair and equitable resolution.
    3. At any point in this process, the staff member or supervisor may enlist the Office of Human Resources to assist parties in reaching a resolution.
    4. The informal resolution process may continue until either party, or the Office of Human Resources, decides informal resolution is impossible.
  - B. Formal resolution
    1. Using the Employment Dispute Form, the staff member will present the complaint in writing to his or her immediate supervisor, or the director, human resources, within ten (10) working days after the occurrence of the event giving rise to the dispute, or ten (10) working days after the event became known, or should have become known, to the staff member. The supervisor will consult with the next-line supervisor. The next-line supervisor will review the issues with the appropriate individuals, make a determination, and respond to the parties in writing within ten (10) working days.
    2. If the employee is dissatisfied with the next-line supervisor's response, or if no written answer is rendered on a timely basis, the employee may file a written request on the Employment Dispute form for review

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with the appropriate senior-level administrator within ten (10) working days of receiving the next-line supervisor's response or failure to supply a timely response.

3. In cases where the next-line supervisor and the senior-level administrator are one and the same, the dispute will move directly to the president.
  4. If the employee is dissatisfied with the decision of the senior-level administrator, or if no written decision is rendered on a timely basis by the senior-level administrator, or if the dispute was reviewed by the senior-level administrator as the next-line supervisor, then the employee may, within 10 (ten) working days of said answer or failure to answer, or of receiving the response from the senior-level administrator who was the next-line supervisor, submit the dispute to the president in writing using the Employment Dispute Form. The president, or the president's designee, must meet with the employee within ten (10) working days of receipt of the written dispute. The president, or designee, will answer the dispute in writing within ten (10) working days of the meeting. The decision of the president, or designee, will be final.
  5. The failure of any college representative to take action within the time limits set forth herein will be deemed as a denial of the dispute, and the dispute will move on to the next step in the process.
  6. No dispute will be reviewed unless it is submitted in writing within ten (10) working days after the occurrence of the event giving rise to the dispute, or within ten (10) working days after the event became known or should have been known to the staff member(s). If a dispute is not submitted within the time frames set forth above, any further privileges will be waived. The time limits may be extended by mutual agreement of the parties, in writing only.
- C. Confidentiality  
The Office of Human Resources will treat as confidential all information received in connection with the dispute resolution process to the extent that it is feasible in the course of the review, and legally is permissible. Parties to a dispute will be expected to be discreet and show respect for all individuals.
- D. Retaliation prohibited  
College policy, and state and federal law prohibit retaliation against an individual for reporting for participating in the employment dispute resolution process. Retaliation is a serious violation that may subject the offender to sanctions independent of the merits of the dispute.
- E. Recordkeeping  
The employment dispute form shall serve as the record of the formal employment dispute resolution process. Once the formal resolution process has concluded, the form shall be maintained by the director, human resources.

### Responsibilities

Position or Office	Responsibilities
Staff Member	<ol style="list-style-type: none"> <li>A. Seek informal resolution of workplace issues at the lowest possible level. Attempt to meet with the appropriate supervisor and discuss the issues and possible remedies.</li> <li>B. As needed, seek consultation and assistance from the Office of Human Resources for help resolving conflicts.</li> <li>C. If an issue is not resolved, file a formal dispute using an Employment Dispute form available on the HR website and linked below.</li> </ol>
Supervisors and senior-level administrators	Attempt timely resolution of workplace issues and involve the Office of Human Resources if assistance is desired.
Office of Human Resources	Assist in resolution of issues by providing advice and mediation assistance whenever possible.
President or president's designee	Meet with staff members filing formal employment disputes and respond to disputes according to the timelines and procedures in this policy.

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### Resources

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- [Employment dispute resolution form](#)

### Contacts

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Subject	Office	Telephone	E-mail/URL
Human Resources	1014 Founders Hall	740-366-9367	<a href="https://go.cotc.edu/hr">https://go.cotc.edu/hr</a>

### History

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