

GRIEVANCE PROCEDURES  
DEPARTMENT OF FOREIGN LANGUAGES AND LITERATURES  
Approved October 28, 2003

The Department hereby establishes a grievance procedure. The scope of this policy applies to faculty grievances on matters outside the purview of the Department's Personnel Affairs Committee (PAC). In matters decided by or flowing from decisions of the PAC (e.g., evaluations of faculty for promotion, tenure, and merit evaluations) grievances will be undertaken following procedures spelled out in the Departmental Guidelines and Standards for Tenure and Promotion.

1. When a faculty grievance arises, the aggrieved party shall first seek to resolve the matter by appeal to the Department agency responsible for the action giving rise to the complaint. If this does not produce a satisfactory resolution, the complainant may deliver a formal letter of complaint to the Department Chair, setting out the nature of the grievance, the steps already taken to resolve it, and the desired remedy. This formal letter of complaint should be delivered within 10 working days of initial notification of the failure to resolve the grievance informally.
2. On receipt of the letter of complaint, the Chair shall immediately inform the Executive Committee, and create an ad hoc committee to handle the matter. This committee shall include one person named by the complainant, a second selected by the Executive Committee, and a third agreed upon by both. The last shall be chair of the ad hoc committee. The Department Chair and Assistant/Associate Chair are ineligible to serve on ad hoc grievance committees. If the Executive Committee fails to appoint its representative within ten working days after receiving the letter of complaint, it forfeits the case at the Department level; notice of such failure shall be part of the record of the case.
3. If the ad hoc committee has not completed action on the grievance within 20n working days of receiving of the letter of complaint, the complainant shall have the right to appeal the case directly to the appropriate College or University body. In its proceedings, the ad hoc committee shall adhere to the principles of due process, including timely notification, hearings open to all parties involved in the dispute, and full availability of documentation and communication to the parties. As deemed appropriate to the case and decided by its own vote, the ad hoc committee may act either on the basis of documentation alone, or may hold hearings and consult witnesses.
4. Upon reaching its decision, the ad hoc committee must give written notification of its decision to both parties within five working days. If the ad hoc committee decides against the complainant, the latter has the right of appeal to the appropriate College or University body. If the ad hoc committee decides in favor of the complainant, it shall specify the remedy it believes justified.

5. The presumption of this process is that an ad hoc committee's specified remedy in favor of the complainant should normally be implemented, but administrative good order or diligence may sometimes indicate otherwise. Should the Department Chair, Executive Committee, or Department agency ruled against decline to implement the ad hoc committee's recommended remedy, the party declining the remedy must, within five working days of the ad hoc committee's written notice, provide both the ad hoc committee and the grievant an explanation in writing. If the Department Chair, Executive Committee, or Department agency ruled against declines to implement the ad hoc committee's recommended remedy, appeal by the complainant to the appropriate College or University body shall be in order.

6. In all cases, the chair of the ad hoc committee shall be responsible for the compilation and preservation of a complete record of the case. One copy of this record shall be kept in the permanent archives of the Department, and another given to the complainant. A copy may be placed in the complainant's personnel file upon that person's request.