I. POLICY

It is the policy of UPMC to facilitate communication and prompt resolution of corrective action and other issues that arise in the context of employment. Eligible staff members have the right to seek resolution of their grievances without fear of reprisal. The grievance procedure is an internal process not open to external representation/involvement.

II. DEFINITION

A grievance is an allegation of a violation of any Human Resources policy.

III. ELIGIBILITY

Nonsupervisory, nonmanagement staff members who have completed their initial orientation period are eligible to use the grievance procedure. UPMC WorkSource temporary and casual staff members are not eligible to use the grievance procedure.

IV. PROCEDURE

Step 1 - If a staff member believes that he or she has a grievance not related to a suspension, final written warning in lieu of suspension or discharge, the staff member must first communicate this grievance within seven (7) calendar days of the time that he or she knows or should have known of the event that is the basis for the grievance. The staff member may communicate the grievance in writing or during a face-to-face discussion with the supervisor. The supervisor should review and issue a decision to the staff member within seven (7) calendar days from receiving the written grievance or conducting the face-to-face discussion. (If the grievance is related to a suspension, final written warning in lieu of suspension or discharge, the staff member should initiate the grievance at Step 3.)

Step 2 - If the staff member believes that he or she is not able to communicate the grievance with the immediate supervisor, or if the grievance is not satisfactorily resolved after discussion with the immediate supervisor, the staff member must then communicate the grievance in writing or during a face-to-face discussion with the department head within seven (7) calendar days from receiving the written grievance or conducting the
face-to-face discussion. The department head will investigate, review, and issue a decision to the staff member within seven (7) calendar days from receiving the written grievance or conducting the face-to-face discussion.

**Step 3** - If the grievance remains unresolved, the staff member must communicate the matter to Human Resources in writing within seven (7) calendar days of the decision at Step 2. Human Resources will review the grievance and issue a decision in writing within fourteen (14) calendar days of receiving the written grievance.

Grievances related to suspension, final written warning in lieu of suspension or discharge must be received in writing by Human Resources within seven (7) calendar days of the date of suspension, final written warning in lieu of suspension or discharge. Human Resources will review the grievance and issue a decision in writing within fourteen (14) calendar days.

**Step 4** - If the grievance remains unresolved, the staff member must communicate the matter to the business unit’s President and/or administrative designee within seven (7) calendar days of the decision at Step 3. The President and/or administrative designee will review the grievance and issue either a status update or final decision (final decision must be in writing) within fourteen (14) calendar days of receiving the grievance letter.

V. **TIME FRAMES**

If any of the above time frames for filing appeals are not met, the matter will be considered resolved based upon the decision at the prior step. All time limits may be extended by mutual agreement of the grievant and the employer upon reasons deemed appropriate under the circumstances.

**SIGNED:** Gregory K. Peaslee  
Senior Vice President, UPMC and Chief Human Resources and Administrative Services Officer

**ORIGINAL:** October 1, 2000

**APPROVALS:**
- Policy Review Subcommittee: March 14, 2013
- Executive Staff: April 19, 2013

**PRECEDENCE:** April 25, 2012

**SPONSOR:** Senior Vice President, UPMC and Chief Human Resources and Administrative Services Officer

* With respect to UPMC business units described in the Scope section, this policy is intended to replace individual business unit policies covering the same subject matter. In-Scope business unit policies covering the same subject matter should be pulled from all manuals.