

700.7 Communication

The university and Facilities Management encourage employees to act to resolve disagreements or misunderstandings which may arise in the course of employment. If it is not possible to resolve concerns through informal discussion among the individuals involved, the employee may choose pursuing resolution through the appropriate grievance/appeal process. Formal procedures are defined in the Human Resources Services Manual; however, it is our desire to first attempt to resolve issues through an informal process.

To maintain order within any organization, definition of proper hierarchy in communication is crucial. The chain of supervision within Facilities Management shall define the appropriate path for communication procedures. Normally, employees should consult with their supervisor if written correspondence is to be distributed to any level(s) above that of the author's immediate supervisor. Multiple copies of correspondence should not be sent to personnel not involved with a particular issue.

Employees are to use the appropriate chain of supervision for both formal and informal grievance matters. Concerns should be addressed to the person involved in the incident, giving rise to the dispute. Copies of any correspondence should be issued no higher than the first level of supervision above the person involved in the incident. Skipping levels of supervision or copies to multiple levels of supervision is not acceptable. Skipping levels or copies to multiple levels of supervision often delay resolutions, creates miscommunication and misunderstandings, duplicates time and resources, and becomes disruptive to the department. As with the formal process, the informal process should progress one supervisory level at a time.

Failure to comply with this expectation may lead to formal actions. If there are any questions or concerns related to this expectation, employees should contact Office of the Director, Facilities Management.