

700.8 Problem Resolution

All employee concerns should be taken to the direct supervisor. Supervisors should access additional resources, as needed, to promptly address all employee concerns and questions. Further information is available in the Human Resource Services Manual. If the employee does not get satisfactory response from the supervisor, then elevating the request or correspondence to the next level supervisor is appropriate. Multiple copies of correspondence should not be sent to personnel not involved with a particular issue.

The university and Facilities Management encourage employees to act to resolve disagreements or misunderstandings that 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 Resource Services Manual; however, it is the desire of Facilities Management leadership to first attempt to resolve issues through an informal process.