

DOC EMPLOYEE
FILES GRIEVANCE
WITHIN 10 DAYS OF
ACTION

STEP I
**SUPERVISOR OR 2ND LEVEL
SUPERVISOR - MUST MEET WITH
DOC EMPLOYEE WITHIN 5
CALENDAR DAYS OF RECEIVING
GRIEVANCE.**

STEP I
**SUPERVISOR MUST PROVIDE
WRITTEN RESPONSE TO
GRIEVANT ON FORM WITHIN 7
CALENDAR DAYS OF DATE
GRIEVANCE WAS RECEIVED**

Mediation
(conducted by
external or
internal
mediator)

STEP II
**GRIEVANT MUST FILE WITHIN 5
CALENDAR DAYS OF RECEIVING THE
STEP I RESPONSE. (FORWARD TO
APPOINTING AUTHORITY)**

APPOINTING AUTHORITY
**MEETS WITH GRIEVANT, PROVIDES
WRITTEN DECISION WITHIN 30
CALENDAR DAYS OF RECEIPT OF
GRIEVANCE AT STEP I.**

APPOINTING AUTHORITY
**MAY FORWARD GRIEVANCE TO
HUMAN RESOURCES DISPUTE
RESOLUTION UNIT WITHIN 2 DAYS OF
RECEIPT TO BE REVIEWED BY
GRIEVANCE PANEL.**

OR
Mediation
(conducted by
external or
internal
mediator)

APPOINTING AUTHORITY
**MAY APPOINT OBJECTIVE PERSON TO
REVIEW GRIEVANCE AND MAKE A
RECOMMENDATION. MUST STILL
PROVIDE WRITTEN DECISION WITHIN
30 CALENDAR DAYS OF DATE
GRIEVANCE RECEIVED AT STEP I.**

**HUMAN RESOURCE DISPUTE
RESOLUTION UNIT**
**APPOINTS PANEL. THE PANEL WILL
PROVIDE WRITTEN RECOMMENDATION TO
APPROPRIATE APPOINTING AUTHORITY.**

Mediation
(conducted by external or
internal mediator)

APPOINTING AUTHORITY
**PROVIDES WRITTEN DECISION TO
GRIEVANT WITHIN THE AGREED UPON
TIME FRAMES.**