

The Staff Forum asked for the School to:

Define, communicate and implement protocols for handling complaints regarding supervisors.

Resolving Issues (Complaints) with Supervisors

Step One

All faculty and staff are encouraged to resolve concerns with supervisors, direct reports and peers directly with civil dialogue and mutual respect.

Step Two

Beyond this first step

Non Exempt Staff should contact Employee Relations in the Office of Human Resources (410) 706-7302.

If Employee Relations is unable to resolve the issue the employee has the right to file a formal grievance in accordance with UMB Policy

(UMB GUIDELINES AND PROCEDURES ON GRIEVANCES FOR EXEMPT AND NONEXEMPT STAFF EMPLOYEES <http://cf.umaryland.edu/hrpolicies/section7/t70800Asa.html>).

Employee Relations or the Union can advise on this process.

Exempt Staff can contact the Associate Dean for Administration and Finance (Bill Cooper) or the Director of Finance (Nancy Bowers) who oversees the School's HR Office. Please keep in mind that these individuals cannot act upon "confidential complaints" without giving the individual the opportunity to give their side of the story. The exception to this is when there is a repeated pattern of confidential complaints against an individual.

If these individuals are not able to resolve the issue, Exempt Staff have the right to file a formal grievance in accordance with UMB Policy

(UMB GUIDELINES AND PROCEDURES ON GRIEVANCES FOR EXEMPT AND NONEXEMPT STAFF EMPLOYEES <http://cf.umaryland.edu/hrpolicies/section7/t70800Asa.html>).

Employee Relations in HR can advise you on this process.

Faculty may contact the Associate Dean for Academic Affairs for assistance with a problem.

If the Associate dean is unable to resolve the situation, the faculty member may file a formal grievance in accordance with the School's **FACULTY GRIEVANCE POLICY AND PROCEDURE**

http://www.umaryland.edu/academicaffairs/grievance%20policies/pharmacy_grievance.pdf)