

CSEA	
Contract Language 2024 – 2027 Article 16	
Process	Please refer to Article 16 linked above for full details on the Grievance process
Informal Level Optional 16.2.1	<ul style="list-style-type: none"> Within fifteen (15) business days of the time an employee knew or reasonably could have known of the occurrence of an alleged grievance, the employee may request an informal meeting with the immediate supervisor of the alleged grievance. This informal meeting shall be held within five (5) business days of the request.
Level I 16.2.2	<ul style="list-style-type: none"> If the grievance is not resolved at the informal level, or if the informal step is not invoked by the grievant, the grievant may file a Level 1 grievance with the Human Resources Office no later than twenty-one (21) business days after the event giving rise to the grievance or after the grievant knew or reasonably should have known of the event giving rise to the potential grievance OR fifteen (15) business days after the informal level response. The grievant's next higher administrator, or designee, shall hold a meeting with the grievant and the grievant's representative, if any requested, at a mutually acceptable time and location within twenty-one (21) business days after receipt of the grievance. The next level administrator, or designee, shall respond to the grievant in writing no later than twenty-one (21) business days after the Level 1 meeting, and a copy must be provided to the Human Resources Office.
Level II 16.2.3	<ul style="list-style-type: none"> In the event the grievant is not satisfied with the decision at Level I, the decision may be appealed to the Superintendent/ President, or their designee, within five (5) business days. The Superintendent/President, or their designee, shall communicate the decision to the grievant in writing within ten (10) business days of receiving the appeal and a copy must be provided to the Human Resources Office. Either the grievant, the Superintendent/President, or their designee, may request a personal conference within the above time limits.
Level III 16.2.4	<ul style="list-style-type: none"> Prior to the submission of a grievance to Level IV, Binding Arbitration, either party may ask for the services of the State Mediation and Conciliation Service for mediation and recommendation. Such requests shall be made directly to either the Union President or designee, or the Human Resources office, in writing.

**Level IV
Binding
Arbitration
16.2.5**

- In the event the grievant is not satisfied with the decision at Level II, or the mediation step described in 16.2.3, if utilized, has not resulted in a settlement, CSEA shall notify the Superintendent/President that the grievance shall be submitted to a neutral arbitrator. Such notification shall be in writing and filed with the Superintendent/President within ten (10) business days after receiving the decision in Level II, or within ten (10) business days after the mediation session is held pursuant to 16.2.3. The notification must contain a written statement from CSEA agreeing to arbitration of the grievance.
- Within ten (10) business days of the grievant giving notice that they want to submit their grievance to arbitration, the parties shall meet for the purpose of identifying a mutually acceptable arbitrator. If the College District and Association cannot agree on an arbitrator, a request for names shall be submitted to the State Conciliation and Mediation Service. Upon receipt of the list of arbitrators, the parties shall select one by alternately striking names from the list until one name remains. The remaining name shall become the arbitrator.
- The arbitrator selected shall schedule a hearing as expeditiously as possible at a location convenient to the parties.

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