



UNCLASSIFIED EMPLOYEE PROBLEM SOLVING FORM

When an employee feels that he/she has been treated unjustly, the employee has the right to address his/her concerns. If a problem is settled orally with the immediate supervisor, a written record is not mandatory. However, if the employee is not satisfied with the oral decision of the immediate supervisor, then the Unclassified Employee Problem Solving Form is used at each subsequent step to address the problem in an effort to reach a resolution through the chain of command.

*The employee may present this form to his/her immediate supervisor within 30 calendar days from the date the employee first became aware of, or should have become aware of, the cause of the problem. If possible, the problem should be addressed at that level. **The original problem solving form, when completed, must be placed on file in the Office of the Chief Human Resources Officer.***

Note: An employee may skip the problem solving step that involves an individual in the employee's supervisory chain, if the problem has to do with harassment by that individual.

NAME		DATE	
TITLE			

PROBLEM STATEMENT

RELIEF SOUGHT

Employee's Signature _____ Date _____

DECISION OF IMMEDIATE SUPERVISOR

The immediate supervisor must provide a written response to the employee's problem statement and requested relief.

RESPONSE

Supervisor's Signature _____ Date _____

Date Received from Supervisor _____ Employee's Initials _____

EMPLOYEE'S RESPONSE (Please initial by the appropriate response.)

_____ I am satisfied with my immediate supervisor's response.

_____ I am *not* satisfied with my immediate supervisor's response and wish to have it referred to the intermediate supervisor.

Employee's Signature _____ Date _____

If the employee is not satisfied with the first-step response, he/she indicates this on the form. Following the receipt of the immediate supervisor's response, the employee may present the problem solving form to the intermediate supervisor (second-level supervisor) for a decision.

STEP TWO
DECISION OF INTERMEDIATE SUPERVISOR

The intermediate supervisor must investigate, afford the employee an opportunity to present his or her viewpoint, and provide the employee with a written response containing findings and recommendations.

RESPONSE

Intermediate Supervisor's Signature _____ Date _____

Date Received from Intermediate Supervisor _____ Employee's Initials _____

EMPLOYEE'S RESPONSE (Please initial by the appropriate response.)

_____ I am satisfied with my intermediate supervisor's response.

_____ I am *not* satisfied with my intermediate supervisor's response and wish to have it referred to the third-level supervisor in the chain of command as described below.*

_____ I am *not* satisfied with the response of my intermediate supervisor, which is the last level remaining in the chain of command as described below.* To request a grievance hearing, I understand that I must follow the steps outlined in the [Grievance Procedures for Unclassified Administrators and Staff](#) policy.

Employee's Signature _____ Date _____

**If the employee is not satisfied with the second-step response, he/she indicates this on the form. Following receipt of the intermediate supervisor's response, the employee may present the problem solving form to the third-level supervisor through the chain of command up to the supervisory level one step below the Vice Chancellor over that unit to reach a resolution. In a third-level supervisor does not exist, the employee may request a grievance hearing, and must follow the steps outlined in the [Grievance Procedures for Unclassified Administrators and Staff](#) policy.*

STEP THREE (IF APPLICABLE*)
DECISION OF THIRD-LEVEL SUPERVISOR

The third-level supervisor must investigate, afford the employee an opportunity to present his or her viewpoint, and provide the employee with a written response containing findings and recommendations.*

Third-Level Supervisor's Signature _____ Date _____

Date Received from Third-Level Supervisor _____ Employee's Initials _____

EMPLOYEE'S RESPONSE (Please initial by the appropriate response.)

_____ I am satisfied with my third-level supervisor's response.

_____ I am not satisfied with my third-level supervisor's response. To request a grievance hearing, I understand that I must follow the steps outlined in the [Grievance Procedures for Unclassified Administrators and Staff](#) policy.

Employee's Signature _____ Date _____