

# Grievance or Complaint

What Supervisors Need to Know

# Grievance or Complaint

## Differences – Grievance vs. Complaint

A **Complaint** is any matter that is concerning to an employee.

- Strive for early informal resolution.
- Final decision is made by Vice President/Provost.

A **Grievance** must violate:

- MTSU Policy
  - State or Federal Law
  - Any constitutional right (most common – freedom of speech, religion, improper search and seizure, or constitutionally required notice for change in procedures).
- Similar steps as a complaint; however, employees are allowed to ask for a hearing in front of a group of coworkers appointed by the President.
  - Classified Grievances must be reported to the State, and the hearing rules are dictated by Tennessee law.

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## MTSU Policies 852 & 853

MTSU Policy for [Administrative, Professional, and Faculty](#) and MTSU Policy for [Classified Staff](#) both deal with the Grievance and Complaint processes and have identical timelines for supervisors – 15 days to respond after becoming aware of the grievance or complaint.

- Not applicable to Student Workers or Temporary employees.
- Performance evaluations, rates of pay, and reclassifications are not covered actions under these policies.
- Retaliation by supervisors to employees who have filed or participated in this process is closely monitored and strictly prohibited.