

Grievance policy and/or employee dispute resolution policy

Link to WV Public Employee's Grievance Board
website http://www.pegb.wv.gov/PEG_Bd_Main_Web_Page.htm

Grievance process, procedure, and forms can be found by following the link provided. However, employees do not have to grieve to resolve workplace disputes. Human Resources staff are available to advise and assist employees daily. Human Resources staff provide information, advice and assistance as requested. Additionally, the Director of Human Resources serves in an ombudsman/mediator capacity for employees and management seeking resolution to disputes, policy issues, performance issues/expectations, etc. Finally, the President is always open to meeting with employees to resolve any issues without forcing the employee to grieve.

Page 21 of the "Employee Handbook" (SAM 1000.1) describes Southern's Open Door Policy.

found on Southern's web page at <http://www.southernwv.edu/?q=administration/governance>. Click [here](#) for a copy of the Institutional Governance Handbook.

WORKPLACE STANDARDS

Employee Rights and Responsibilities

Employees are required to provide a full day's work each day on the job; to behave in a civil, professional manner; to treat others with respect; to comply with state and federal laws and regulations related to individual rights, business operations and procedures, health and safety, conflict of interest, and to comply with West Virginia Council for Community and Technical College Education and Southern West Virginia Community and Technical College regulations, rules, policies and procedures. Employees are entitled to be treated with respect and dignity by supervisors and other employees and are entitled by statute and policy to file a grievance for work-related disputes free from retaliation. Contact the Office of Human Resources for questions and information.

Open Door Policy

Southern supports an Open Door Policy which means that the Director of Human Resources' and every manager's door is open to every employee. The purpose of our open door policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee. Our open door policy means that employees are free to talk with the Director of Human Resources or any manager at any time.

Responsibilities Under an Open Door Policy: If any area of your work is causing you concern, you have the responsibility to address your concern with a manager or with Human Resources. Whether you have a problem, a complaint, a suggestion, or an observation, management wants to hear from you. By listening to you, the College is able to improve, to address complaints, and to foster employee understanding of the rationale for practices, processes, and decisions.

Before You Pursue the Open Door Policy: Most problems can and should be solved in discussion with your immediate supervisor; this is encouraged as your first effort to solve a problem. But, an open door policy means that you may also discuss your issues and concerns with the next level of management and/or with Human Resources staff members. No matter how you approach your problem, complaint, or suggestion, you will find managers at all levels of the organization willing to listen and to help bring about a solution or a clarification.

Benefits of the Open Door Policy: By helping to solve problems, managers benefit by gaining valuable insight into possible problems with existing methods, procedures, and approaches. While there may not be an easy answer or solution to every concern, employees have the opportunity at all times, through the open door policy, to be heard.

Any employee or group of employees has the right, without discrimination or retaliation, to discuss with their supervisor(s) and or the Director of Human Resources the terms of their employment or working conditions.