

STANDARD ADMINISTRATIVE PROCEDURE

33.99.08.M0.02 Student Employee Grievance and Appeal Procedures

Approved March 6, 2002

Revised November 12, 2009

Next scheduled review: July 14, 2022

Standard Administrative Procedure Statement

The purpose of this SAP is to outline the rights and responsibilities that student employees have to file a grievance with Scholarships & Financial Aid for employment-related issues other than sexual harassment or illegal discrimination. This SAP also details the process and associated time-frames for such.

Official Procedure

1. GENERAL

- 1.1 Texas A&M University recognizes the importance of providing a prompt and efficient process for resolving student employee/employer conflicts. Conflict resolution should be sought at the level closest to the parties involved. In some cases a neutral third party in the form of a mediator may be able to provide assistance in helping the parties in conflict reach a fair and equitable resolution.
- 1.2 This procedure does not cover grievances related to claims of sexual harassment or illegal discrimination. For information on filing a sexual harassment grievance, see *Texas A&M University Student Rules*, Part III, Section 47. For information on filing an illegal discrimination grievance, see *Texas A&M University Student Rules*, Part III, Section 45 and [University Rule 08.01.01.M1 Civil Rights Compliance](#).

2. PROCEDURES

- 2.1 Meet with the immediate supervisor to address the particular problem. The employee should request a meeting with the immediate supervisor to discuss the complaint within 15 working days of the most recent occurrence. In cases where the problem directly involves the immediate supervisor it is suggested that the student employee discuss the problem with the supervisor; however, if this is not conducive to the resolution of the issue the student employee should request a meeting to discuss the problem with the individual at the next level of supervision.

- 2.2 If discussion with the supervisor does not result in a satisfactory resolution to the problem, the student employee should request a meeting with the department head, or similar administrative unit, to discuss the complaint. This meeting should be requested within five (5) working days of the employee's meeting with the supervisor.
- 2.3 If the student employee is not satisfied with the decision of the department or unit head, the employee may file a grievance with the Student Employment Office in Scholarships & Financial Aid. The grievance must be filed within five (5) working days of the receipt of the unsatisfactory decision. The Student Employment Office will forward a copy of the grievance to the department or unit head and the employee's immediate supervisor.
- 2.4 Mediation: The student employee may choose to pursue mediation as a means of resolution. If the student employee so wishes, the Student Employment office will refer the grievance to Student Conflict Resolution Services in the Department of Student Life.
- 2.4.1 Student Conflict Resolution Services will schedule mediation within seven (7) days of referral. If mediation is not scheduled within that time, the grievance will be referred back to the Student Employment Office.
- 2.4.2 Confidential information disclosed to a mediator by the parties or witnesses, in the course of the mediation, will not be divulged by the mediator. All records, reports, or other documents received by a mediator while serving in that capacity will be confidential. The mediator will not be compelled to divulge such records or to testify in regard to the mediation in any adversarial proceeding or judicial forum to the extent provided by law.
- 2.4.3 Once mediation has occurred, Student Conflict Resolution Services will report to the Student Employment Office whether or not an agreement has been reached between the student employee and the employer. Neither discussion, nor details of an agreement resulting from mediation, will be disclosed by Student Conflict Resolution Services to the Student Employment Office.
- 2.5 Should the student employee not wish to mediate or should mediation fail to result in an agreement, a committee in Scholarships & Financial Aid will review the grievance. The committee will include at least an Associate Director of Financial Aid and the Assistant Director for Student Employment. The written decision of the committee will be sent to both the student employee and employer within seven (7) working days from the review.

Related Statutes, Policies, or Requirements

Supplements [System Regulation 33.99.08](#)

Contact Office

OFFICE OF RESPONSIBILITY: [Scholarships & Financial Aid](#)