

Volume E1: Employment/Hiring	E1.05.2 Non-Negotiated Civil Service Grievance Procedures Effective Date: 06/14/1996 Last Revised: 07/15/2026 PUBLIC COMMENT DOCUMENT	Responsible Office: Human Resources
Chapter 05: Grievance Procedures		Responsible Officer: Vice President for Finance and Administration

POLICY STATEMENT

Civil Service employees, excluding those with non-status appointments, may pursue a grievance regarding questions of interpretation or application of Regulations established by the Board of Trustees or Rules and Procedures established by the University or the State Universities Civil Service System Merit Board.

PURPOSE OF THE POLICY

The formal grievance procedure to be exercised when an informal resolution cannot be reached.

WHO IS AFFECTED BY THIS POLICY

Non-negotiated Civil Service employees in a status position.

DEFINITIONS

COMPLAINANT or GRIEVANT - An individual who is employed in a status position who has attained status within that position, who brings forth a complaint that their rights guaranteed by the law, Regulations established by the Board of Trustees, University Policy or Rules and Procedures established by the University or the State Universities Civil Service System Merit Board were violated.

GRIEVANCE - A complaint that one's rights guaranteed by the law, Regulations established by the Board of Trustees, University Policy or Rules and Procedures established by the University or the State Universities Civil Service System Merit Board were violated. Submissions which do not allege a violation of a specific Rule or Regulation shall be returned to the moving party without action.

WORKDAY/WORKING DAY - An established work day of the University, excluding University-recognized holidays.

GRIEVANCE HEARING PANEL - a three-member panel of employees assembled on a case-by-case basis. One member of the panel is selected by the grievant, one member is selected by the supervisor, and one member is selected by Human Resources.

TIME EXTENSION - an elongation of the time limits contained herein, when mutually agreed to in writing.

INFORMAL COMPLAINT - a complaint that does not go through this policy. If attempts at resolving an informal complaint are not successful, then the employee will be afforded an opportunity to file a formal complaint that will proceed under this policy.



RESPONDENT - The person or persons that the grievant alleges to have violated the law, Regulations established by the Board of Trustees, University Policy or Rules and Procedures established by the University or the State Universities Civil Service System Merit Board.

STATUS APPOINTMENT - Appointment from the eligible State Universities Civil Service System registers to positions which have been assigned to a class and approved by the Director, and which the employer has certified intention of continuing on a regular employment basis for the duration of the probationary period, shall be status appointments. Such appointments may be on a full-time or on a percentage of a full-time basis.

REGULATIONS

[Board of Trustees Regulations: Section II. Employees, Subsection C. Civil Service, 5. Grievance Procedure](#)

[State Universities Civil Service System Statute and Rules](#)

PROCEDURES

GRIEVANCE PROCEDURE

Procedure Seeking Resolution of Grievance

The grievant will submit their grievance in writing to the department or division head. The written grievance will be submitted on a standard Grievance Form available from Human Resources, will be signed by the employee, and will contain a complete statement of the facts, the provision or provisions of law, Regulations established by the Board of Trustees, University Policy or Rules and Procedures established by the University or the State Universities Civil Service System Merit Board were violated, and the relief requested. The department head will meet and conduct an intake meeting within five (5) working days of filing the written grievance.

After the intake meeting, the department or division head may propose that the grievant engage in an informal resolution process. If informal resolution is proposed and agreed to by the grievant and respondent, then the department or division head will provide a written document that notes: (1) the allegations raised, (2) summarize the informal resolution process, (3) the right for the grievant or respondent to withdraw from the informal resolution process, (4) the terms of the informal resolution and that they are only binding on the parties and not utilized for determining future complaints. The informal resolution process must be completed within ten (10) workdays following the intake meeting, unless a different timeline is agreed upon by the grievant and the respondent.

If either the grievant or the respondent declines informal resolution or if informal resolution does not resolve the grievance, the department or division head will investigate the grievance. The department or division head may refer the grievance to the General Counsel if the allegations contain special circumstances or involve the President, Board of Trustee(s) or member(s) of the President's Cabinet. The General Counsel will then appoint a qualified independent investigator to conduct the investigation.

The department or division head or independent investigator will provide both the grievant and the respondent with an equal opportunity to present evidence during the investigation.

Within thirty (30) work days of the intake meeting, unless the timeline is extended for good cause, the department or division head or independent investigator will issue a written determination to the grievant and respondent. The written determination will include the rationale for the determination and the procedures and permissible bases for appeal of the determination.

The grievant shall be provided with updates at regular intervals on the status of the investigation.



Appeal

Within five (5) workdays of receiving the written determination, the grievant or respondent may appeal the determination by submitting a written request including the reasons for the appeal to the Executive Director of Human Resources or their designee.

If the determination being appealed was issued directly by the Office of Human Resources, the appeal will be submitted to Legal Affairs.

The department or division head or independent investigator will promptly forward all materials relevant to the grievance to the Executive Director of Human Resources or their designee or to Legal Affairs.

The Executive Director of Human Resources or their designee or Legal Affairs will then convene the Grievance Hearing Panel. If the determination being appealed was issued by the Office of Human Resources, then instead of a member of the Grievance Hearing Panel being appointed by Human Resources, that member will be appointed by Legal Affairs.

The Grievance Hearing Panel will review the materials relevant to the grievance and the written determination within fifteen (15) work days of being convened. The Grievance Hearing Panel will then make a recommendation to the Executive Director of Human Resources or their designee or Legal Affairs on whether the appeal should be affirmed, reversed or additional information must be sought.

The Executive Director of Human Resources or their designee or Legal Affairs shall then make a determination whether to affirm, reverse or gather additional information. If additional information is needed, the grievant and respondent will be notified and the additional information will be collected. The Executive Director of Human Resources or their designee or Legal Affairs will issue a final determination that either affirms or reverses the determination of the department or division head or independent investigator within ten (10) work days, unless the timeline is extended for good cause, such as the need for additional information.

Dismissal of Grievance

If legally allowed, a grievance may be dismissed before informal resolution or before an investigation occurs, if:

- A respondent is not identified after taking reasonable steps to do so.
- The respondent is not affiliated with NEIU.
- The grievant withdraws the grievance or refuses to provide necessary information.
- The alleged conduct does not violate the law, Regulations established by the Board of Trustees, University Policy or Rules and Procedures established by the University or the State Universities Civil Service System Merit Board.

Before dismissing the grievance, documented, reasonable efforts to obtain necessary information from the grievant will be required.

The department or division head or independent investigator must provide written notice of the determination to dismiss the grievance to the grievant and respondent, if the respondent was notified of the grievance prior to dismissal. The grievant may appeal the dismissal by submitting a written request to the Executive Director of Human Resources or Legal Affairs within five (5) work days of receiving the written notice of dismissal.

Time Limits and Extensions

- All timeframes described in this policy are binding, unless extended for good cause or by mutual written agreement.
- If the institution fails to respond or give notice of good cause for an extension within a given timeframe, the employee may appeal the grievance.



AUTHOR REFERENCE

Board of Trustees Regulations Section II. Employees, Subsection C. Civil Service (6/14/1996)

Illinois Board of Governors System Regulations Section II. Employees, Subsection C. Civil Service, 5. Grievance Procedure (issued June 23, 1988)

HISTORY

06/14/1996 - policy enacted

10/01/2025 - policy revised

03/xx/2026 - policy revision shared with Civil Service Council

04/28/2026 - policy revision shared with Executive Policy Group (President's Cabinet)

06 - 07//2026 - policy draft extensively revised

08/12/2026 – policy draft posted for 30-day public comment period

RELATED POLICIES AND OTHER INFORMATIONAL MATERIAL

APPENDICES

Appendix A - Civil Service Grievance Form (non-negotiated)

CONTACT INFORMATION

Please direct questions or concerns about this policy to:

Contact	Phone	E-Mail
Human Resources	(773) 442-5200	human-resources@neiu.edu

DISCLAIMER

The University reserves the right to modify or amend sections of this policy at any time at its sole discretion. This policy remains in effect until such time as the Responsible Officer calls for review. Requests for exception to any portion of this policy, but not to the policy statement, must be presented in writing to the Responsible Officer.



APPENDIX A

CIVIL SERVICE GRIEVANCE FORM (NON-NEGOTIATED)

DATE: _____ DEPARTMENT: _____

NAME: _____ SUPERVISOR'S NAME: _____

CLASSIFICATION _____

Date, Time, Place of occurrence _____

DESCRIPTION OF GRIEVANCE: (Describe all facts of the situation. Use reverse side if necessary).

Give specific law(s), Regulations established by the Board of Trustees, University Policy or Rules and Procedures established by the University or State Universities Merit Board were violated, believed to have been violated: _____

Specific corrective action desired:

EMPLOYEE SIGNATURE _____

DATE RECEIVED BY RESPONDENT _____

DATE OF INTAKE MEETING _____