**Grievance Levels, Participants, and Timelines**

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| Level | **Informal** | **Level One:** Principal | **Level Two:**  Chief Academic Officer or Designee | **Level Three:** Mediation | **Level Four:** GDPSC’s Exec. Committee |
| Participants | * Grievant * AMU Rep(s) * Grievant’s Supervisor | * Grievant * AMU Rep(s) * Principal | * Grievant * AMU Rep(s) * CAO or Designee | * Grievant * AMU Rep(s) * GDPSC Rep(s) * Mediator | * Grievant * AMU Rep(s) * GDPSC Rep(s) * GDPSC’s Executive Committee |
| How to file | Email admin requesting a date and time to discuss solutions to an issue at the informal level. | Fill out the level I form on our website, email it to your admin, CC your AMU President. | Fill out level II form on our website, email it to your AMU President, who will file it with the GDPSC CAO. | *Level III grievances are filled by the AMU Executive Board.* | *Level IV grievances are filled by the AMU Executive Board.* |
| Timeline to Submit Written Grievances to Administration | *No written grievance is required by the contract—but a best practice is to record in writing everything related to grievances.* | 10 work days from Informal Grievance Conference | 10 work days from receipt of Principal’s written response to Level One Grievance | 10 work days from receipt of CAO’s written response to Level Two Grievance | *Level Four grievances will be submitted as soon as possible by the AMU President or Designee.* |
| Timeline to have Conference | 10 work days of the occurrence or omission that caused the grievance | 10 work days from submission of Level One Grievance summary | *No timeline exists for a conference at this level, but is usually facilitated by CAO in a reasonable time. Use best judgment when waiting for a response regarding setting up the conference.* | *No timeline exists for a conference at this level. Based on the availability of a California State Mediator.* | *No timeline exists for a conference at this level. Based on the availability of GDPSC’s Exec. Committee.* |
| Timeline for Administrator/GD to Respond with Written Resolution | *No timeline exists for written resolution at this level. Use best judgment when waiting for a response.* | 10 work days from the Informal Grievance Conference | 10 work days from the Level One Grievance Conference | If the issue is not resolved on the date of mediation, the grievance moves to Level Four: Appeal to GDPSC’s Exec. Committee | If the parties have not resolved the grievance with the assistance of the mediator, the parties will move to a final and binding decision through an arbiter. |

\*All information is taken from Article 13.4 of the 2018-2019 contract