**Initial Consultation**

- **Employee Raises Concern**
- **Verbal or Written Articulation of Concern**
- **Discussion with Supervisor**
  - **or**
  - **Employee Relations Consultation**

**Concern must be raised as soon as practicable**

*Verbal or written statement of concern should be specific and provide details regarding the issue (Option to use Employee Complaint Form [http://www.case.edu/finadmin/humres/relations/attachments/Case_On-Line_ER_Form.pdf]*

*Issue Resolved*

- **Yes** → **End of Process**
- **No** → **Option to Enact Informal Resolution Process**

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**Informal Resolution Process**

- **Employee Creates Written Statement**
- **Employee Submits Statement to Employee Relations**
- **Employee Relations Reviews Grievance**
- **Employee Relations Recommends Resolution**

**Concern must be raised w/in 10 business days of the grievable action**

*Written statement required ([Staff Grievance Form HR30150101](http://www.case.edu/finadmin/humres/relations/attachments/hr30150101.pdf)) and sent to ER w/in 10 business days of the grievable action*

- **Issue Resolved**
  - **Yes** → **End of Process**
  - **No** → **Option to Enact Formal Resolution Process**
Formal Resolution Process

Concern must be raised w/in 5 business days after employee is notified of Informal Resolution Process determination

*Written statement required (Staff Grievance Form HR30150101) and sent to ER w/in 5 business days after employee is notified of Informal Resolution Process determination

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Employee Creates Written Statement*

Employee Submits Statement to Employee Relations

Employee Relations Reviews Grievance

Employee Relations Conducts Investigation

University Policy Not Violated

University Policy Violated

Issue Resolved

Option to Appeal

End of Process

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Appeal Process

Concern must be raised w/in 5 business days after employee is notified of Formal Resolution Process determination

*Written statement required (Staff Grievance Form HR30150101) and sent to ER w/in 5 business days after employee is notified of Formal Resolution Process determination

Note: This flowchart does NOT apply to sexual harassment complaints. There is a separate University policy and procedure for complaints of this nature.