

# UNC Charlotte

## Formal Grievance - Step 1 Mediation Process

### Mediation Process

Purpose of Mediation is to provide the Grievant and the University Respondent an opportunity to openly discuss the grievance in a neutral environment with the goal of reaching a mutually acceptable resolution.

- I. Actions to process mediation request
  - a. University Human Resources Mediation Coordinator will submit request for mediation to the Office of State Human Resources (OSHR)
  - b. Mediation will be concluded within 35 calendar days from the filing of the grievance
  - c. Grievant and University may mutually agree in writing to extend the time limit due to extenuating circumstances
  - d. Any extension of Step 1 will not exceed the 90 calendar day timeline
  - e. Only OSHR-approved Mediators will be used during mediation
  - f. Mediators will not be selected from the University requesting the mediation
  
- II. Attendees
  - a. Grievant
  - b. Respondent
  - c. The OSHR-appointed Mediator(s)
  - d. The OSHR Mediation Director and designees may attend Mediations as observers
  - e. Emergency substitution of a Mediator must be approved by the OSHR Mediation Director or designee
  
- III. Restrictions
  - a. Attorneys and other advisors may **not** attend the mediation. Either the Grievant or Respondent may ask for a recess at any time in order to consult with an attorney or other advisor
  - b. Audiotape, videotape, recording devices, and transmission devices are not permitted during mediation
  
- IV. Following the mediation
  - a. The mediator will forward all documents generated from the mediation to the OSHR
  - b. All documents generated during the course of mediation and any communications shared in connection with mediation are confidential to the extent provided by law
  - c. If the mediation results in an impasse and the grievant wants to appeal the issue to Step 2 – Hearing Panel, the “**SHRA Grievance Supplemental Filing Form**” must be completed and submitted to Employee Relations within **5 calendar days** of the mediation impasse.

**Note: A grievant who has an unexcused failure to attend mediation as scheduled forfeits the right to proceed with the internal grievance process.**