

## **Problem Resolution Procedure**

Detroit Mercy has a Problem Resolution Procedure so that University employees have a procedure in which concerns can be easily and quickly raised, reviewed by Detroit Mercy, and promptly answered. The University cannot resolve a concern unless an employee first tells Detroit Mercy about it. Detroit Mercy may not always agree with an employee or tell an employee what he or she wants to hear, but will always listen and give a fair, reasonable answer. No employee will be penalized, formally or informally, for voicing a complaint with Detroit Mercy in a reasonable, businesslike manner or for using the Problem Resolution Procedure.

An employee should start at Step 1, unless the employee is uncomfortable discussing a particular concern with the supervisor. Then the employee is free to start at Step 2. No employee will ever be penalized for bypassing Step 1.

### **Step 1**

An employee should present the concern verbally or in writing to the supervisor:

Why do you see this situation as a concern?

AND

How you want to resolve it?

The supervisor will investigate the concern and will promptly respond to the employee.

### **Step 2**

If the concern is not resolved at Step 1, an employee should present the concern in writing to the Associate Vice President for Human Resources:

You do not feel the concern was satisfactorily resolved at Step 1.

OR

You are not comfortable addressing this particular concern with your supervisor.

The Associate Vice President for Human Resources will investigate the concern and will promptly respond to the employee. The Associate Vice President for Human Resources' answer will be final.