

**Career Service Review Office
Grievance Timelines**

These deadlines are provided for the employee's information and reference. Prior to filing, the employee should review the grievance procedures at *Utah Code § 67-19a-101 through 501.*

An employee may file a grievance for review under this chapter if the employee submits the grievance within 30 working days after: (a) the most recent even giving rise to the grievance; or (b) the employee has knowledge of the most recent even giving rise to the grievance.

A grievance alleging retaliatory action shall be submitted within 30 (thirty) days after the day on which the retaliatory action occurs and may be filed directly with the CSRO at Level 4.

A request for review of the findings of an abusive conduct investigation may be filed within 10 (ten) days after the day on which the employee receives notification of the investigative findings and may be filed directly with the CSRO.

Where the Agency Director/Department Head directly imposes discipline, employees have 20 (twenty) working days to appeal that action to the CSRO at Level 4.

All other grievances shall be filed at Level 1 and proceed through the levels of procedure. The grievance process must begin within 30 (thirty) working days from the most recent event or when the employee has knowledge of the most recent event giving rise to the grievance. An employee may not submit a grievance more than one year after the event giving rise to the grievance.

Level 1

A career service employee shall submit a grievance in writing to the employee's Supervisor and the Career Service Review Office. The supervisor may issue a written decision on the grievance within five (5) working days after receipt. If a Supervisor is the subject of the grievance or complaint, the employee may proceed directly to Level 2.

Level 2

Employee may advance the grievance complaint to the Division Director (or Director's designee) within 10 (ten) working days after either receipt of a response from the Division Director or from the date that the response was due, whichever date comes first. The agency or division director may issue a written decision on the grievance within five (5) working days after receipt. If a Division Director is the subject of the grievance complaint, the employee may proceed directly to Level 3.

Level 3

Employee may advance the grievance or complaint to the Agency Director (or Director's designee) within 10 (ten) working days after either receipt of a response from the Agency Director or from the date that a response was due, whichever date to come first.

The Agency Director/Department Head has 10 (ten) working days to respond after receiving an employee's grievance.

Level 4

If the Agency Director or Department Head fails to respond to the grievance within ten (10) working days after submission, or if the aggrieved employee is dissatisfied with the Department Head's written decision, the employee may advance the written grievance to the Career Service Review Office within ten (10) working days after the expiration of the period of decision or receipt of the written decision, whichever is first.