


THE CALIFORNIA STATE UNIVERSITY
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Date: January 7, 2005 **Code:** HR 2005-02
To: CSU Presidents
From: Jackie R. McClain 
Vice Chancellor
Human Resources
Subject: Procedures for Assigning Case Numbers to Grievances and Complaints

The procedures for tracking grievances and complaints previously set out in detail in a memorandum issued on October 18, 2001 are now updated.

All grievances and complaints are assigned a number, entered into a database at the Chancellor's Office and tracked as they progress through the various stages of processing. This is true for all grievances and complaints, whether they are filed under a collective bargaining agreement (referred to as "contractual grievances/complaints"), under a CSU executive order or with an external administrative agency (referred to as "non-contractual complaints"). When the campus first receives a grievance or complaint either from the grievant/complainant or through an administrative agency (including, but not limited to, the Department of Fair Employment and Housing, the Equal Employment Opportunity Commission, the Office of Federal Contract Compliance Program, and the State Auditor), the first step is for the campus to determine whether it is a contractual grievance/complaint or a non-contractual complaint. Next, the campus must contact the appropriate department at the Chancellor's Office to obtain a case number and to initiate the tracking of that grievance or complaint. The tracking procedures for the two categories are set out separately below.

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