2.1.19 Administrative Review Policy

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**Formerly Known As Policy Number:**
22.18

This Guide Memo outlines the formal process to resolve employee complaints at Stanford and is designed specifically for trial period, casual and temporary employees.

The Administrative Review Process is intended to supplement, not replace, routine and informal methods of responding to and resolving employee complaints. Employee complaints covered by the Administrative Review Process apply to involuntary termination actions only.


**Authority:**
Approved by the Vice President for Human Resources.

**Applicability:**
Applies to all trial period, casual, and temporary employees as defined in Guide Memo 2.2.2: [3] Definitions. It does not apply to:

- Any other classification of regular employee
- Employees covered by collective bargaining agreements (found at Labor Relations & Collective Bargaining [4])
- Academic staff (see Research Policy Handbook [5])
- Senior staff (see Guide Memo 2.1.14 [6])
- Faculty (see Faculty Handbook [7])
- Temporary or casual employees hired through a temporary agency

1. Informal Resolution

Regular and effective communication between supervisor and employees reduces the likelihood of misunderstanding and conflict. Stanford University expects and encourages supervisors and employees to communicate openly and regularly so that the interests of the employee and the University are best served. To support this commitment, the University has the Administrative
Review Process and resource offices such as the local Human Resources Office, University Human Resources/Employee and Labor Relations, the Help Center, and the Office of the Ombuds to assist employees in resolving employee complaints.

Prior to initiating Step 1 of the Administrative Review Process, the employee must make at least one informal attempt to resolve the complaint. If the employee feels uncomfortable in attempting to do this by him/herself, assistance is available through the local Human Resources Office, University Human Resources/Employee and Labor Relations, the Help Center, or the Office of the Ombuds.

2. Formal Resolution

If the employee is unsuccessful in resolving his/her complaint informally, he/she may contact the Human Resource Grievance Coordinator in the University Human Resources/Employee and Labor Relations to file a formal request for an Administrative Review which typically involves a review by the Vice President of Human Resources (or designee) for resolution of the employee complaint.

3. Representation

The Administrative Review Process does not allow for outside representation of any kind at any step of the process. If at any time before or during the Administrative Review Process the employee chooses to elect action outside of the internal process (such as filing a charge with the EEOC, DFEH, other administrative body, or a lawsuit), the Administrative Review Process will be terminated without any decision being reached and to avoid the possibility of conflicting determinations.

4. Time Frames

All time frames indicated in the Administrative Review Process are computed in calendar days unless noted otherwise. All parties involved in the Administrative Review Process must adhere to the time frames specified. Exceptions to this rule will be handled on a case-by-case basis and must be approved by the Vice President of Human Resources (or designee). The period of the Winter Close is excluded from the time frames.

5. Administration

University Human Resources/Employee and Labor Relations have primary responsibility for administering and coordinating the Administrative Review Process. Also, University Human Resources/Employee and Labor Relations is the primary source of assistance for employees and supervisors who have questions or concerns pertaining to the Administrative Review Process.
6. Retaliation

No adverse action may be taken against any employee because of his/her participation in the Administrative Review Process.

Guidelines on requesting a memo change can be found at https://adminguide.stanford.edu/change-request-guidelines


Links

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