

(2) Both employee and [designated supervisor] DEPARTMENT HEAD OR CHAIRMAN OR DESIGNEE shall continue to review the matter, either privately or with the help of others in the employee's immediate work unit who are directly involved in the grievance. Each [supervisor] DEPARTMENT HEAD OR CHAIRMAN OR DESIGNEE shall use [his] judgment in keeping [his] superiors informed [on] OF the status of each grievance and, if necessary, request guidance, advisory committees, or other assistance consistent with departmental policy. If either the employee or the [supervisor] DEPARTMENT HEAD OR CHAIRMAN OR DESIGNEE feels the need for aid in arriving at a solution, [he may request] the campus personnel department MAY BE REQUESTED to provide resource staff or [he may invite] any other available resource personnel MAY BE INVITED to participate in further discussions. The addition of such participants does not relieve the [designated supervisor] DEPARTMENT HEAD OR CHAIRMAN OR DESIGNEE and the employee from responsibility for resolving the problem.

[(c) (1) Step Two. The grievance appeal shall be presented in writing to the department head or chairman or his designated representative who shall process the appeal from the next lower level. Within 5 days after receipt of the written grievance, the department head or chairman or his designated representative shall hold a conference with the aggrieved or his designated representative and render a written decision within 10 days after the conclusion of the conference. If the aggrieved is not satisfied with the decision, he may appeal in writing to the next step within 5 days. The department head or chairman shall use his judgment in keeping his superiors informed of the status of each grievance and, if necessary, request guidance, advisory committees, or other assistance in finding resolution.

(2) The employee relations staff of the campus Personnel Department are available to serve as resource personnel in answer to any questions by either employee or employer. However, this does not relieve the department head or chairman from the responsibility of issuing a written decision at step two of this procedure.

(d) Step Three. The grievance appeal shall be presented, in writing, to the chancellor or his designated representative who shall process the appeal from the next lower level. Within 10 days after the receipt of the written grievance appeal, the chancellor or his designated representative shall hold a hearing with the aggrieved or his designated representative and render a written decision within 15 days after the conclusion of the conference to the aggrieved.]

[(e)] (C) Step [Four] TWO. The appeal shall be submitted to the president of the University or [his] THE PRESIDENT'S designated representative within [10] 5 days after the receipt of the written decision at step [three] ONE. The president or [his] THE PRESIDENT'S designated representative shall hold a conference with the aggrieved or [his] THE EMPLOYEE'S designated representative within 10 days of receipt of the written grievance