
GUIDELINES FOR APPEAL PROCESS FOR PERFORMANCE MANAGEMENT AND PERFORMANCE PAY PROGRAMS



UNCG HRS

Effective: October 1, 1992

Reviewed: June 20, 2007

Notification to Employee of Performance Rating and Performance Pay Decision

A. Notification of Performance Rating: Employees must be given a copy of the completed PMP form after the appropriate signatures have been obtained. If an employee receives a rating less than a "good" the employee must be given a statement in writing of the availability of an internal appeal process, the time limit (15 calendar days) to appeal, and that additional information is available in the Department of Human Resources. Employees who receive an overall rating of "good" or above do not need to be notified of the appeal process at this time. Employees have 15 calendar days from the date of receipt of the completed form to appeal the rating, if they received a rating of less than "good." The appeal shall be in writing, on the [PMP Appeals Form - HRCB201a \(.doc\)](#). It is the employee's responsibility to deliver the original of the form to the supervisor, with a copy to Human Resources and a copy retained by the employee.

B. Notification of Performance Pay Increase: Employees with a rating of "good" or higher must be informed, in writing, of the amount of the performance pay increase which they will receive. Supervisors must give employees a statement in writing of the amount of the availability of an internal appeal process, the time limit (15 calendar days) to appeal, and that additional information is available in the Department of Human Resources. Employee have 15 calendar days from the receipt of written notification to file an appeal of the performance pay decision under these procedures. Appeals must be in writing, following these procedures, using the [PMP Appeals Form - HRCB201a \(.doc\)](#).

General Provisions

A. Discrimination: In cases of complaints of discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, or national origin, political affiliation, genetic information, or age, the employee must follow the "Grievance Policy Procedures for Staff Employees, Subject to the State Personnel Act (SHRA). Information concerning procedures under this policy is available on the Department of Human Resources web site.

B. Limitation on Appeals: Except in cases of discrimination, the employee may not take comparisons to other employees. Appeals may be based on the rating received, the salary increase received, or the failure to receive an increase. It is the responsibility of the employee to provide evidence of why the process or decision was inaccurate. The employee is given only one opportunity to appeal on all issues and shall not bring additional issues into the process after the appeal deadline has expired.

First Step: Appeal to Immediate Supervisor

A. Within 15 calendar days from notification of the performance rating, or within 15 calendar days of performance pay increase, the employee may appeal the decision to the immediate supervisor. The employee must use the Form PMP-2 to appeal. Assistance in completing the form may be obtained from the Department of Human Resources. The original of the form must be delivered to the supervisor, with a copy delivered to Human Resources and a copy retained by the employee.

B. The supervisor must respond, in writing, within 15 calendar days of receipt of the appeal. If a response is not possible within that time period the supervisor shall notify the employee and Human Resources

when a response will be given. In all cases, the response of the supervisor shall be timely. The response will be summarized on the PMP-2 form and delivered to the employee and the Department of Human Resources. A copy shall be retained by the supervisor.

C. It is the responsibility of the employee to provide evidence of why the process or decision was inaccurate. The employee is given only one opportunity to appeal on all issues and shall not bring additional issues into the process after the appeal deadline has expired.

Second Step: Appeal to Supervisor's Supervisor

A. If the employee is not satisfied with the decision of the first step, the employee may appeal, within 15 calendars from notification of the first step decision, by forwarding a copy of the completed PMP-2 form along with a letter requesting the appeal be moved to the second step. Assistance in completing the appeal may be obtained from the Department of Human Resources. The form and letter must be delivered to the supervisor's supervisor, with a copy delivered to Human Resources and a copy retained by the employee.

B. The supervisor's supervisor must respond, in writing, within 15 calendar days of receipt of the appeal. If a response is not possible in that time period, the supervisor's supervisor shall notify the employee and Human Resources when a response will be given. In all cases, the response of the supervisor shall be timely. The response shall be summarized in a letter and delivered to the employee, the supervisor, and the Department of Human Resources. A copy shall be retained by the supervisor's supervisor.

C. It is the responsibility of the employee to provide evidence of why the process or decision was inaccurate. The employee is given only one opportunity to appeal on all issues and shall not bring additional issues into the process after the appeal deadline has expired.

Third Step: Appeal to Division Review Committee (DRC)

A. If the employee is not satisfied with the decision of the second step, the employee may appeal to the DRC. The DRC is appointed by the Vice Chancellor and is composed of at least three members with two members being non-supervisory personnel. The committee will review the appeal for the purpose of determining that the employee has been afforded proper due process and that the procedures steps required by the Performance Management Program have been followed. The employee must deliver the completed PMP-2 form, the letter requesting the second step review, the response of the supervisor's supervisor, and the employee's letter requesting the third step appeal to the Vice Chancellor's office within 15 calendar days of receipt of the second step decision. A copy must be delivered to Human Resources and one retained by the employee. If the employee requests a hearing before the DRC, this request must be stated in the letter of appeal.

B. The DRC shall take information from the employee and management representative. The DRC makes a recommendation to the Vice Chancellor, who has been delegated the authority to make the decision for the University. The recommendation will be delivered, in writing, by the committee to the appropriate Vice Chancellor and Human Resources within 15 calendar days of receipt of the appeal. If a response is not possible within that time period, the DRC will notify the employee and Human Resources when a response will be made. In all events the response must be timely.

C. The Vice Chancellor shall make the final decision for the University within 15 calendar days of receipt of the DRC's recommendation. The response shall be in writing delivered to the employee, the Chair of the DRC, and Human Resources. If a response is not possible within that period, the Vice Chancellor will notify the employee when a response will be made.

D. It is the responsibility of the employee to provide evidence of why the process or decision was inaccurate. The employee is given only one opportunity to appeal on all issues and shall not bring additional issues into the process after the appeal deadline has expired.