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COMPLIANCE RULING

In the matter of the Virginia Department of Health
Ruling Number 2025-5735
July 5, 2024

The Virginia Department of Health (the “agency”) has requested a compliance ruling from the Office of Employment Dispute Resolution (“EDR”) at the Department of Human Resource Management in relation to the grievant’s May 23, 2024 grievance. The agency alleges that the grievant has failed to comply with the time limits set forth in the grievance procedure for advancing or concluding the grievance.

FACTS

On or about May 23, 2024, the grievant initiated a grievance with the agency. The agency’s second step response was provided to the grievant on or about June 10, 2024.¹ Having received no further response from the grievant, the agency states that it then sent a notice of noncompliance to the grievant via electronic mail on or about June 24, 2024. In its notice of noncompliance, the agency requested a response from the grievant within five workdays of receipt of the notice. As more than five workdays have elapsed since the agency notified the grievant of the alleged noncompliance and the grievant has not yet advanced or concluded the grievance, the agency seeks a compliance ruling allowing it to administratively close the grievance.

DISCUSSION

The grievance procedure requires both parties to address procedural noncompliance through a specific process.² That process assures that the parties first communicate with each other about the noncompliance, and resolve any problems voluntarily, without EDR's involvement. Specifically, the party claiming noncompliance must notify the other party in writing and allow five workdays for the opposing party to correct any noncompliance.³ If the opposing party fails to correct the noncompliance within this five-day period, the party claiming noncompliance may seek a compliance ruling from EDR, who may in turn order the party to correct the noncompliance or, in cases of substantial noncompliance, render a decision against the noncomplying party on any

¹ It appears that the agency and the grievant waived the first step, opting to begin the grievance process at the second step accompanied by the second step meeting.

² *Grievance Procedure Manual* § 6.3.

³ *See id.*

qualifiable issue. When EDR finds that either party to a grievance is in noncompliance, its ruling will (i) order the noncomplying party to correct its noncompliance within a specified time period, and (ii) provide that if the noncompliance is not timely corrected, a decision in favor of the other party will be rendered on any qualifiable issue, unless the noncomplying party can show just cause for the delay in conforming to EDR's order.⁴

In this case, the grievant appears to have failed to advance or conclude the grievance within five workdays of receiving the agency's second resolution step response, as required by the grievance procedure.⁵ Moreover, the grievant has not advanced or concluded the grievance since receiving the agency's notice of noncompliance. As the grievant has apparently failed to advance or conclude the grievance in a timely manner, the grievant has failed to comply with the grievance procedure. EDR therefore orders the grievant to correct the noncompliance **within ten workdays of the date of this ruling** by notifying the agency's human resources office in writing that the grievant wishes to either conclude the grievance or proceed to the next step (appeal to the third management step).⁶ If the grievant does not, the agency may administratively close the grievance without any further action on its part. The grievance may be reopened only upon a timely showing by the grievant of just cause for the delay (for example, a serious illness, or other circumstances beyond the grievant's control).

EDR's rulings on matters of compliance are final and nonappealable.⁷

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⁴ Although the grievance statutes grant EDR the authority to render a decision on a qualifiable issue against a noncompliant party in cases of substantial noncompliance with procedural rules, EDR favors having grievances decided on the merits rather than procedural violations. Thus, EDR will *typically* order noncompliance corrected before rendering a decision against a noncompliant party. However, where a party's noncompliance appears driven by bad faith or a gross disregard of the grievance procedure, EDR will exercise its authority to rule against the party without first ordering the noncompliance to be corrected.

⁵ See *Grievance Procedure Manual* § 3.2.

⁶ In the agency's notice of noncompliance, it states that the grievant must either conclude the grievance or appeal to the second step. EDR interprets this as a harmless error, as the record shows that the second step is the most recent step to have concluded, and nothing suggests that the agency and grievant opted for a single management step. Therefore, EDR affirms that the grievant must either conclude the grievance or appeal to the *third* management step.

⁷ See Va. Code §§ 2.2-1202.1(5), 2.2-3003(G).