

Complaint Procedure for Employees

Policy Statement

This policy is intended to provide fair and prompt consideration to all staff complaints. The College encourages all employees to use the complaint procedure without fear of retaliation and assurance that confidences will be respected.

Definitions

Complaint: An issue brought forward by an employee concerning the workplace which may include, but is not limited to, working conditions, performance, policies, procedures, or problems with co-workers or supervisors. A complaint is NOT an issue that is a “grievance” as defined below.

Grievance: A complaint of an employee concerning adverse employment action that directly affects the employee as it is a violation of written College policy or is a violation of federal or state employment laws or regulations.

Complaint Procedure

Step One: Discuss Complaint with Immediate Supervisor.

Employees should first discuss the complaint with their immediate supervisor within three (3) business days of the situation whenever possible. If the complaint is not resolved as a result of this discussion, or such a discussion is not appropriate under the circumstances, proceed to Step Two.

Note: If the complaint is regarding a Vice President of the College, the written complaint should be directly submitted to the Director of Human Resources who will investigate and consult directly to the President. Written response will be provided by Human Resources within fourteen (14) days.

Step Two: Prepare a written complaint to present to Department Head and Discuss Complaint with Department Head.

If the employee feels the complaint was not resolved in discussions with his/her immediate supervisor, he/she may prepare and submit a written complaint for review by the department head. Meeting should then be scheduled. If the department head cannot resolve the issue within five (5) days, proceed to Step Three.

Step Three:

Submit Complaint to Director of Human Resources.

This option offers a confidential discussion of the problem with Human Resources. Human Resources will review all information and conduct meetings with all staff involved. Discussion regarding outcome will be shared with employee within five (5) days. The outcome may resolve the issue. If not, proceed to Step 4.

Step Four:

Submit Complaint for Final Appeal to the Appropriate-Level Vice President.

If the employee is not satisfied with the Step Three decision, they may submit the complaint to the appropriate level Vice President with administrative responsibility for their department within seven (7) days of receipt of the Step Three decision. The Vice President will provide the University's final written response, generally within fourteen (14) days. The employee's department management will be notified as well.

General Information

The time limits above are subject to modification on a case-by-case basis due to operational requirements, travel away from campus, in-depth investigations, etc. The President shall have final authority to resolve any disputes regarding the implementation of this Complaint Procedure, including determination of the appropriate decision makers.

Anonymous complaints may also be reported through the Campus Conduct Hotline – dial toll free to 866-943-5787. The hotline is available 24 hours per day, seven days per week. Because the hotline is operated by an independent organization, any calls made to the hotline are completely confidential and anonymous. Issues that may arise that can be reported include discrimination, fraudulent activity, harassment, hate messages, hostile workplace, illegal business activity, NCAA violations, safety and security issues, and bullying.