

Complaint Resolution

Section: Employee Relations	Policy Number: 701
Responsible Office: HR/HR Services	Effective Date: 04/01/01

Scope

All regular full-time and part-time administrators and staff.

Policy

The University encourages employees and supervisors to resolve employment-related concerns and complaints informally using the procedures outlined in this policy.

Employees shall be protected from retaliation as a result of seeking resolution of complaints according to this policy.

In cases of complaints of discrimination, discrimination-related harassment or sexual harassment, employees should use the complaint procedures provided in the University's Policy Against Discrimination, Discrimination-Related Harassment and Sexual Harassment (Employee Relations section, policy #704).

Procedures

The following procedures are available to assist employees who wish to address and resolve complaints. Although they are generally intended to be progressive in nature, employees may, at any time, address their concerns with any of the persons or offices listed below:

1. The employee should first attempt to resolve the complaint informally with his or her supervisor.
2. If the supervisor does not resolve the complaint or, in the employee's opinion, the supervisor is not the appropriate person to handle the complaint (such as if the complaint is against the supervisor), the employee can request a meeting with the supervisor's manager to address the issue(s).
3. If the employee feels that the supervisor's manager has not resolved the complaint, he or she can contact HR Services and request a meeting. Depending on the nature of the complaint, HR Services may refer the complaint to the Employee Relations and Compliance Office.
4. If the employee still feels his or her complaint has not been resolved, he or she may request a review and final determination by the Employee Relations and Compliance Officer or the Vice President for Human Resources.

The University's Ombudsman is another resource for the resolution of employment-related concerns. For more on the role of the Ombudsman, refer to policy #705, Employee Relations section.