Procedure Title: Complaint & Grievance Resolution

The Complaint and Grievance Resolution procedure provides a means for employees (including Student Workers) to communicate and resolve concerns pertaining to their employment.

Informal:

The College encourages informal resolution of complaints at the lowest level possible. When an employee has a complaint he/she shall discuss it with the immediate supervisor within 60 days of the occurrence of the actions forming the basis of the complaint. The supervisor should make good faith attempts to resolve the complaint directly through a discussion with the employee.

If the complaint cannot be resolved, the employee will go to the next-level supervisor through the highest level of supervision. Every effort shall be made to resolve the complaint on an informal basis.

If the employee does not believe the conflict has been satisfactorily resolved after discussion with all levels of supervision, the employee may file a formal written grievance with Talent Development.

Ombudsperson Program:

The College’s Ombudsperson Program offers an informal, collaborative and confidential process to address workplace conflict. The program’s primary role is to promote civility within the college community by ensuring that all members are held in mutual respect and that they receive fair and equitable treatment while active members of the community in accordance with the Declaration of Civility.

Conflict resolution may be requested by any individual requiring informal assistance in the resolution of a complaint. Both parties must voluntarily agree to the ombudsperson’s involvement.

The employee will immediately be referred to Talent Development if the complaint alleges discrimination or harassment, including sexual harassment.

If a mutually satisfactory resolution results from the conflict resolution, the informal process ends.

If the ombudsperson believes the matter cannot be resolved via this process, the ombudsperson may terminate the conflict resolution process. The ombudsperson shall not disclose any matter discussed during conflict resolution, except as where required by law. All information received by the program during conflict resolution will be confidential and records created or received will not be released. Ombudsperson volunteers shall not testify or
provide statements or notes about cases in which they were involved to a due process committee, or other College committees or hearing boards.

**Formal:**

When a complaint cannot be resolved informally or through the College Ombuds Program, the employee may file a formal written grievance. To initiate a formal grievance, the employee must complete a grievance form and submit it to the Vice President of Talent Development. The grievance should detail the pertinent facts relevant to the conflict, actions taken to date, the contact information for any witnesses with knowledge of the complaint, and the remedy the employee seeks.

Within five (5) working days of receipt of the grievance form, Talent Development will assess the complaint and determine the appropriate process to ensure all critical elements are addressed. The Vice President of Talent Development will advise the complainant how the complaint will be considered and the projected time frame.

If an investigation is deemed necessary, the grievance will be forwarded to the respondent. The respondent must submit a written response to Talent Development within five (5) working days.

Within thirty (30) days, the Vice President of Talent Development or a designee will conduct the investigation and issue a final written decision that will be provided to the complainant, respondent, and any administrators whom Talent Development believes should be informed of the decision. If an extended timeline is required, all parties will be notified. In some instances, an external investigator may be engaged to complete the investigation.

The decision of the Vice President of Talent Development is final.

**Retaliation:**

It is against College policy to retaliate against an employee for participating in these resolution procedures.

**Withdrawal or Resolution:**

If, during the course of an informal or formal resolution, the complaint is withdrawn or resolved, the parties will be notified that the resolution process will be terminated and the complaint file closed.

**Additional Guidance:**

All grievances arising out of an event or series of related events must be addressed in one grievance. The employee is precluded from bringing separate or serial grievances concerning events about which the employee previously grieved or brought as a complaint.
Complaints or concerns regarding allegations of discrimination, harassment, or retaliation should refer to the Equal Opportunity, Harassment, and Non-discrimination policy and procedure.

Terminations, demotions, and suspensions are considered through the Employee Discipline and Due Process policy and procedures.

Concerns regarding student conduct not related to student employment are addressed through the Student Code of Conduct policy and procedures.