

Section: GENERAL INFORMATION
Subject: Complaint Procedure
Number: HR 3240

I. Institutional Regulations

A Regular employee who believes that College policies or procedures have been violated related to his/her employment may file a complaint through the College Complaint Procedure, if the matter is not covered by a collective bargaining agreement and does not involve alleged discrimination, or with the appropriate state and/or federal agencies.

II. Procedure

A. Complaint Procedure

1. Step 1 - Informal

- a. The complainant shall meet with his/her immediate supervisor within 15 working days of the day the complainant became aware of, or should have become aware of, the alleged violation through the reasonable exercise of diligence.
- b. The supervisor shall respond to the complainant regarding his/her complaint within 10 working days of their meeting.

2. Step 2

- a. If the complainant is not satisfied with the Step 1 response, s/he may submit a Complaint form (P-46) to the next higher level authority within 5 working days from receipt of the response.
- b. The next higher level of authority may elect to meet with the complainant and any other parties deemed appropriate if additional information is needed. The authority shall issue a written response as soon as a reasonable investigation can be concluded, but no longer than 45 calendar days from the receipt of the complaint.

3. Step 3

- a. If the complainant is not satisfied with the Step 2 response, s/he may submit the Complaint form to the next higher level authority within 5 working days from receipt of the response.
- b. The next higher level authority shall meet with the complainant or conduct an investigation to determine the facts of the case.
 - 1) If a meeting is held, it shall be held within 10 working days from receipt of the complaint form, and a written response shall be issued to the complainant within 10 working days following the meeting.
 - 2) If an investigation is conducted, a written response shall be issued within 45 calendar days from the receipt of the complaint.

4. Step 4

- a. If the complainant is not satisfied with the Step 4 response, s/he may request a review of the evidence by the President or designee within 5 working days after receipt of the response.
- b. The President or designee shall respond to the complainant within 10 working days after receipt of the complaint.

- B. Time limits may be extended by written mutual agreement of the parties. If a complainant fails to proceed to the next step within the prescribed time limits, the complaint shall be considered closed based upon the last response. If the administration fails to respond within the prescribed time limits, the complainant may proceed to the next step.
- C. Complaint forms may be obtained from the DMAACC web site, Human Resources, campus Provosts' offices, and Academic Deans' offices.
- D. All records connected with an employee complaint shall be kept in a file separate from the employee's official personnel file.

APPROVED:



Executive Director, Human Resources

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March 20, 2018

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