

Complaint and Appeal Process for Non-faculty Employees



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Next Scheduled Review: July 28, 2027

Procedure Summary

This procedure provides uniform administration of complaint and appeal procedures within the university in accordance with System Regulation 32.01.02 *Complaint and Appeal Process for Non-faculty Employees*, System Regulation 08.01.01 *Civil Rights Compliance*, and state law.

Definitions

Non-faculty – a full-time or part-time position to include staff, student workers, graduate assistants, and teaching assistants, but not faculty members.

Complaint – a written allegation made by a complainant and submitted in accordance with this procedure, regarding the employee's employment conditions.

Procedure

1. GENERAL

1.1 The Executive Director of Human Resources & Payroll or designee is responsible to administer the complaint and appeal process for A&M-Central Texas non-faculty employees.

1.2 Most problems can be resolved through informal discussions between the employee, co-worker, immediate supervisor, department head, and/or human resources staff. Oral complaints are considered informal. Although an employee is encouraged to resolve a complaint informally in accordance with this process, they may file a complaint without first seeking informal resolution. An employee, supervisor, department head, or the Executive Director of Human Resources & Payroll may choose to request a meeting for mediation in an effort to resolve an internal conflict before conducting an investigation (if appropriate). The human resources officer will work with all parties to the complaint to seek a satisfactory resolution.

1.3 The timelines and processes established by System Regulation 32.01.02 *Complaint and Appeal Process for Non-faculty Employees* will be followed for the filing and resolution of a complaint.

- 1.4 The processes outlined in this procedure supplement but do not supersede System Regulation 32.02.01 *Complaint and Appeal Process for Non-faculty Employees*.
- 1.5 An employee's complaint alleging discrimination, sexual harassment, and/or related retaliation must be filed in accordance with System Regulation 08.01.01 *Civil Rights Compliance* and University Rule 08.01.01.D1 *Civil Rights Compliance*.

2. PROCEDURES

- 2.1 An employee may file a complaint by completing the Formal Complaint Form on the Office of Human Resources (OHR) community canvas page, by using the EthicsPoint website (link at the OHR website) or by other written means and then delivering the complaint to the Executive Director of Human Resources & Payroll.
- 2.2 Complaints not covered by Section 1.5 must be submitted in accordance with the following. An employee "files" a complaint by completing a complaint form and delivering the form to the Executive Director of Human Resources & Payroll or the office designated by the member within seven business days of the action that caused the complaint. A complaint delivered to the human resources office or designated office later than seven business days of the action that caused the complaint is deemed untimely filed and dismissed.
- 2.3 The Executive Director of Human Resources & Payroll will review and investigate the complaint or may designate an administrator to review and investigate the complaint. The Executive Director of Human Resources & Payroll will be available to coordinate and assist the designated administrator's office in completing the investigation. Once the review and investigation concludes the Executive Director of Human Resources & Payroll, or the designated administrator (if involving or in direct conflict with the Executive Director of Human Resources & Payroll) will provide a written decision. If deemed necessary, the President may designate someone who is not a University employee to investigate the complaint and provide a written report to the Executive Director of Human Resources & Payroll who will provide the written decision.
- 2.4 The human resources office or designated office coordinates the resolution of the complaint. The human resources office or designated office retains the original complaint form and forwards within five business days copies to the respondent(s), the complainant's and respondent(s)'s supervisor(s) and department head(s), and the administrator designated to review complaints.
- 2.5 The designated administrator reviews the complaint and provides a written decision to the human resources office or designated office within 15 business days of the administrator's receipt of the complaint. If additional time is needed for investigation and consideration of the complaint, the administrator notifies the human resources office or designated office of the need for an extension and the date by which a decision will be made, and the human resources office or designated office notifies the complainant, supervisor and department head of the extension. Absent unusual circumstances, the extension should not be for more than 15 additional business days. The human resources office or designated office provides the administrator's written decision to the complainant, respondent(s), and the complainant's and respondent(s)'s supervisor(s) and department head(s) within five business days of receiving the decision. This will be the final decision on the complaint.

2.6 All employees are required to cooperate fully with those performing an investigation pursuant to this rule. Any retaliatory action taken against an employee for filing a complaint or otherwise participating in the procedures established by this regulation is prohibited. The filing of a complaint, however, will not constrain the university from taking appropriate employment action.

2.7 If a potential conflict arises that requires a deviation from this procedure, the Executive Director of Human Resources & Payroll, in consultation with the Office of General Counsel, will provide written guidance on the process that will be followed to avoid any conflict for all parties involved.

Related Statutes, Policies, or Requirements

[System Policy 08.01 *Civil Rights Protections and Compliance*](#)

[System Regulation 08.01.01 *Civil Rights Compliance*](#)

[University Rule 08.01.01.D1 *Civil Rights Compliance*](#)

[System Policy 32.01 *Employee Complaint and Appeal Procedures*](#)

[System Regulation 32.01.02 *Complaint and Appeal Process for Nonfaculty Employees*](#)

Appendix

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Contact Office

Office of Human Resources
(254) 519-8015