

Complaints & Appeals

For Nonfaculty Employees

An employee may file an informal complaint by discussing it with the immediate supervisor or the appropriate department administrator. You may also contact the Office of Human Resources to discuss an informal complaint or complete the online [Complaint/Appeal Intake Form](#).

Note: Complaints alleging illegal discrimination, sexual harassment, and/or related retaliation will be routed to the Office of Equal Employment Opportunity and Title IX Compliance and reviewed in accordance with [System Regulation 08.01.01](#).

An employee who has been unable to obtain satisfactory resolution through the informal complaint resolution procedures may submit a formal complaint to the Office of Human Resources.

Formal Complaint and Appeal Process for Nonfaculty Employees

1. Employee files a formal complaint or appeal by completing a [Complaint/Appeal Intake Form](#)
 - a. Complaint/Appeal Intake Form serves as a written statement with the following
 - i. the names of the parties involved in the complaint
 - ii. the specific issues and actions upon which the complaint is based
 - iii. the desired outcome or remedy
 - b. documentation supporting the basis for the complaint
2. Employee submits the signed Complaint/Appeal statement to the Office of Human Resources within seven business days of action which caused the complaint or appeal.
3. The Office of Human Resources will coordinate the investigation of the complaint or appeal.
 - a. HR will forward the complaint/appeal to the administrator designated to review complaints and appeals
 - b. HR will send a copy of the complaint or appeal to the respondent(s), complainant's and respondent(s)'s supervisor(s) and department head(s)
4. Designated administrator will conduct investigation or assign an investigator
5. Designated administrator will provide a written decision to the Office of Human Resources within 15 days of receipt of complaint or appeal
6. The Office of Human Resources will provide the designated administrator's written decision to those listed in step 3.b within five business days of receiving the decision.
7. This will be the final decision on the complaint or appeal

For more information, review [System Regulation 32.01.02, Complaint and Appeal Process for Nonfaculty Employees](#).