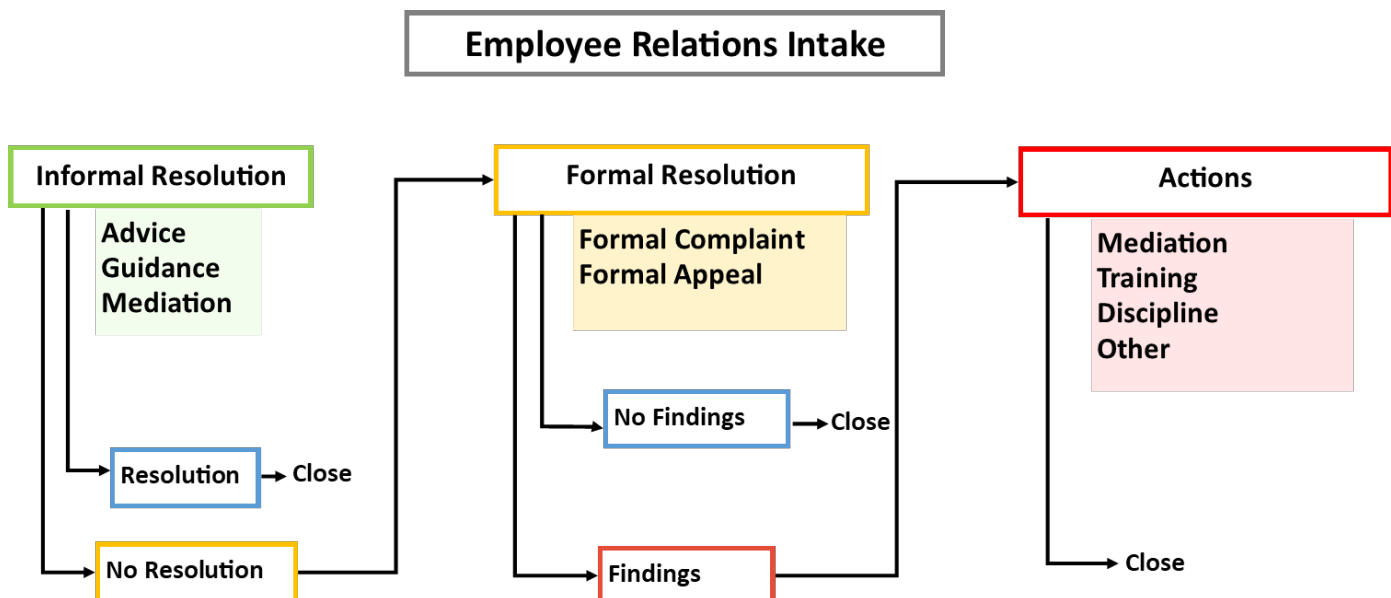


# Complaints and Appeals for Nonfaculty Employees

As per [System Regulation 32.01.02, Complaint and Appeal Process for Nonfaculty Employees](#), most problems can be resolved through informal discussions between the employee and the immediate supervisor, department head or human resources staff. The employee also may informally discuss a complaint with the member employee relations representative or human resources officer. The employee relations representative or human resources officer will work with all parties to the complaint to seek a satisfactory resolution. To discuss an informal complaint or to file a formal complaint contact the employee relations representative 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 Opportunity and reviewed in accordance with [System Regulation 08.01.01](#).*

**Employee Relations Representative:** Heather Hensley, HR Manager, [hhensley@pvamu.edu](mailto:hhensley@pvamu.edu), 936-261-1731



Section 2.3 of System Regulation 32.01.02 states that, "Most problems can be resolved through informal discussions between the employee and the immediate supervisor, department head or human resources staff. The employee also may informally discuss a complaint with the member employee relations representative or human resources officer. The employee relations representative or human resources officer will work with all parties to the complaint to seek a satisfactory resolution."

Section 2.4 of System Regulation 32.01.02 states that, "Although an employee is encouraged to resolve a complaint informally first as described in Section 2.3, he or she may file a complaint without first seeking informal resolution."

The formal resolution review may take from 15—30 business days.