

**PRAIRIE VIEW A&M UNIVERSITY
UNIVERSITY ADMINISTRATIVE PROCEDURE**



32.01.02.P0.01 Complaint and Appeal Process for Nonfaculty Employees

Replaces Rule 32.01.02.P1

Approved April 25, 2016

Next Scheduled Review: April 2021

UAP Purpose

The purpose of this University Administrative Procedure (UAP) is to establish the procedures for the complaint and appeal process for non-faculty employees at Prairie View A&M University (PVAMU) in accordance with System Policy [32.01 Employee Complaint and Appeal Procedures](#), System Regulation [32.01.02 Complaint and Appeal Process for Non-faculty Employees](#), System Policy [08.01 Civil Rights Protections and Compliance](#), and System Regulation [08.01.01 Civil Rights Compliance](#).

Official Procedures and Responsibilities

1. GENERAL

- 1.1 Most problems or complaints can and should be resolved through informal discussions between the employee and their immediate supervisor or within the employee's department/division and/or with the Office of Human Resources (OHR).
 - 1.1.1 Although an employee is encouraged to resolve a complaint informally first as stated in Section 1.1, he or she may file a complaint without first seeking informal resolution.
- 1.2 It is the responsibility of the Director of Human Resources or his/her designee to administer and interpret the complaint and appeal process for PVAMU.
- 1.3 If at any stage of this process, an employee files a complaint with an external compliance agency alleging that he or she has been illegally discriminated against, the OHR will immediately advise the System Ethics and Compliance Office of the complaint.
- 1.4 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](#).
- 1.5 The filing of a complaint will not constrain a department/unit from taking appropriate employment action.
- 1.6 All employees are to cooperate fully with those performing an investigation pursuant to this UAP. Any retaliatory action taken against an employee for filing a

complaint or participating in the procedures described in this UAP is strictly prohibited.

2. FILING COMPLAINTS

- 2.1 An employee may file a complaint by completing a [Formal Complaint Form](#) and delivering it to the Executive Director of Human Resources or his/her designee within seven business days of the action that caused the complaint.
- 2.2 The OHR will forward a copy of the complaint to the complainant, respondent(s), complainant's and respondent(s)'s supervisor(s)/department head(s), and the designated administrator within five business days of receipt.
- 2.3 The designated administrator will review the complaint to determine the merits of the complaint in accordance with System Regulation [32.01.02](#).
- 2.4 The designated administrator may investigate the complaint or assign an appropriate investigator to conduct the investigation and provide an investigative report back to the designated administrator. The Director of Human Resources will assist the designated administrator as needed.
 - 2.4.1 Prior to conducting the investigation, the investigator and the designated administrator must complete the online [TrainTraq-training](#) "Employee Complaint & Appeal Process" (Module #2111870). The training is valid for one year from the date it is completed.
- 2.5 The designated administrator will review the investigative report and provide a final written decision to the OHR within 15 business days of receipt of the complaint. If additional time is needed for investigation and consideration of the complaint, the designated administrator will notify the OHR of the need for an extension and the date by which a decision will be made. The OHR will notify the complainant, respondent(s), and the complainant's and respondent(s)'s supervisor(s)/department head(s) of the extension.
 - 2.5.1 Absent unusual circumstances, the extension should not be for more than 15 additional business days.
- 2.6 The OHR will forward a copy of the designated administrator's final written decision to the complainant, respondent(s), and the complainant's and respondent(s)'s supervisor(s)/department head(s) within five business days of receiving the decision. This will be the final decision on the complaint.

Related Statutes, Policies, Regulations and Rules

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

[System Regulation 32.01.02 Complaint and Appeal Process for Non-faculty Employees](#)

[System Policy 32.02 Discipline and Dismissal of Employees](#)

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

[System Regulation 08.01.01 Civil Rights Compliance](#)

Forms

[Formal Complaint Form](#)

Contact Office

Office of Human Resources 936-261-1730
