



Complaint Resolution

Employees are encouraged to bring concerns or complaints to the attention of those who can assist in resolution.

- 1) Generally, concerns and complaints should be resolved at the lowest possible level. Whenever possible, employees are encouraged to discuss concerns or complaints with their immediate supervisor.
- 2) Supervisors should make every attempt to respond to employee concerns within five (5) working days.
- 3) If employee-supervisor discussion does not satisfactorily resolve the problem, the department supervisor or division vice president should be notified in person or in writing. Generally, a division vice president's decision about a concern or complaint is final.
- 4) Employees may bring their concerns or complaints directly to the Office of Human Resources, who will offer assistance in how best to address the issues.

(See also Harassment Policy and Sexual Harassment Policy)

Revised Date: 03/10/2006