
**Complaint Policy and Procedures
for Employees**

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I. Philosophy and Scope

Frederick Community College (“FCC” or the “College”) faculty, staff, and administration strive to create and maintain a work environment where effective communication enhances integrity, justice, and civility. The purpose of this Complaint Policy and Procedures for Employees is to provide a method of recourse to employees who wish to address a particular action on the part of a College employee(s) or office.

Employees are expected to first attempt to resolve issues covered under this Policy and Procedures informally by communicating directly with their supervisor and/or the employee with whom the issue originated.

If informal resolution is not possible, employees have the right to make a formal complaint using this Complaint Policy and Procedures for Employees.

Employees wishing to file a complaint alleging any act of discrimination or sexual misconduct should refer to the College [Non-Discrimination Policy and Procedures](#) or the [Title IX Sexual Misconduct Policy and Procedures](#) available on the College website.

Employees wishing to appeal decisions made related to separation from employment should refer to the [Separation from Employment Policy and Appeal Procedure for Involuntary Separation from Employment](#) available on the College website.

Employees have the opportunity to respond to performance appraisals through Section 4B on the Performance Appraisal form.

This Policy and Procedures is applicable to all employees of the College for complaints **other** than those relating to acts of misconduct, discrimination, sexual misconduct, separation from employment, or related to performance appraisals. The College prohibits any person from engaging in retaliation against any person who exercises in good faith, their own rights under College policy or other law.

II. Definitions for the Purpose of this Policy and Procedures

- A. **“Informal resolution”** refers to initial meetings between the parties directly involved in an issue where there is good faith effort to resolve the issue so that initiation of a formal complaint is not necessary.
- B. **“Formal complaint”** refers to a process whereby an employee, who believes that attempts at informal resolution have been unsuccessful, may initiate a formal complaint by following the steps outlined in this Policy and Procedures.
- C. **“Workdays”** refers to Monday through Friday and does not include weekends, holidays, scheduled breaks, or other days the College is closed.
- D. **“Senior Leader”** refers to a member of the President’s Senior Leadership Team, which includes the President; Provost/Executive Vice President for Academic Affairs, Continuing Education, and Workforce Development; the Vice President (VP) for Finance; the VP for Human Resources; the VP for Learning Support; the Chief of Operations; the Chief Information Officer; and the Special Assistant to the President for Institutional Effectiveness.

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III. Informal Resolution

Employees are expected to first attempt to resolve issues covered under this Policy and Procedures informally by communicating directly with their supervisor and/or the employee with whom the issue originated.

The employee should notify their direct supervisor regarding the issue. The supervisor will meet with the parties involved within ten (10) workdays to discuss the issue and discuss potential solutions. The supervisor will attempt to informally resolve the issue, adhering to all College policies and procedures.

Once an employee has provided an opportunity for their supervisor to informally resolve the complaint and the complaint has not been resolved, the employee will follow the procedure for a formal complaint.

IV. Formal Complaint Procedures

All formal complaints, **other** than those related to misconduct, discrimination, sexual misconduct, separation from employment, or performance appraisals, shall follow these procedures.

- A. If an employee believes that the informal resolution with their direct supervisor did not resolve the issue, the employee must submit in writing their complaint to the next level supervisor or designee.
- B. The next level supervisor or designee will:
 1. Review records related to the informal complaint resolution process and the written complaint document;
 2. Share the complaint with parties named in the complaint;
 3. Interview all parties involved;
 4. Conduct an assessment using all the information collected, adhering to all College policies and procedures; and
 5. Respond in writing to the employee and other named parties within ten (10) workdays following the receipt of the written complaint.
- C. The employee may appeal to the supervising Senior Leader or designee within ten (10) workdays following the receipt of the written response from the next level supervisor or designee. The appeal shall be in writing and detail the rationale for the complaint, the rationale for the appeal, and the remedy sought.
- D. The Senior Leader or designee will:
 1. Convene a meeting with the employee regarding the written appeal within ten (10) workdays following receipt; and
 2. Submit a decision on the appeal in writing to the employee within five (5) workdays following the meeting. The decision of the Senior Leader or designee is considered final.
- E. Should extenuating circumstances exist that require additional time for response, the Senior Leader or designee may extend the timeline and the employee will be

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notified of the extension within five (5) workdays following the meeting with the Senior Leader.

- F. All formal complaint, response, and appeal documents will be retained by the Associate Vice President for Human Resources.