2452 – Problem Resolution (Employees)

The College encourages an open and frank atmosphere in which any problem, complaint, suggestion or question receives a timely response from the appropriate College staff.

If employees disagree with established rules of conduct, policies or practices, they can express their concern, confidentially, through the problem resolution process. No employee will be penalized, formally or informally, for voicing a complaint in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to resolve the problem at the lowest level possible and make use of the following steps. All information obtained in resolving problems shall be considered confidential by all parties involved. The employee may discontinue the procedure at any step. This procedure does not apply to disciplinary actions taken against an employee.

1. Employee presents problem to immediate supervisor within seven (7) working days, after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact the employee's supervisor, the employee may present problem to the Director of Human Resources so a determination may be made as to the next appropriate supervisor/administrator to hear the problem.
2. Supervisor (or next appropriate supervisor/administrator as recommended by the Director of Human Resources) responds to problem during discussion or within seven (7) working days[1] and supervisor documents discussion.
3. If the problem is unresolved, the employee will contact the Director of Human Resources within seven (7) working days.
4. Director of Human Resources directs and advises the employee, assists the employee in writing the Problem Statement on the appropriate form, visits with employee's supervisor(s), if necessary, and requests an informal meeting between the employee and appropriate next highest ranking supervisor/dean/administrator for review of problem.
5. The employee presents the problem to the appropriate supervisor/dean/administrator in writing within seven (7) working days.
6. The supervisor/dean/administrator reviews and considers problem, including all related documentation. The supervisor/dean/administrator informs the employee of the decision within seven (7) working days[1], and documents discussion.
7. If problem is still unresolved, a written appeal may be submitted within ten (10) College business days of the date of the written decision. The employee will contact the Director of Human Resources who assists in scheduling a meeting for the employee to present the problem to the College President who, in turn, shall discuss the problem with the employee, review all documentation, and present the employee with a written determination within seven (7) working days[1], forwarding

[1] The College recognizes in some cases seven (7) working days may not be enough time to perform a thorough investigation into the employee's concern. When this occurs, the responding party will notify the employee in writing, including the reason for the delay along with the anticipated additional time needed to address the concern. This notification should be maintained as part of the investigative file.

a copy of the written response to the Director of Human Resources. The President has full authority to make any adjustment deemed appropriate to resolve the problem and for final disposition of the problem.

8. For steps 4 through 6, the employee or supervisor shall notify the Office of Human Resources at the time the problem is resolved to request a Problem Resolution Form which shall be signed by both the employee and the appropriate supervisor or College official, and returned to the Office of Human Resources.

Contact(s): Director of Human Resources

Related Form(s): Problem Statement; Problem Resolution Form

References:

Relevant Policy or Procedure(s): 1436 – Problem Resolution (Employee)

Approved by: President
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