

TEXAS A&M
INTERNATIONAL
UNIVERSITY™
Rule

32.01.02.L1 COMPLAINT AND APPEAL PROCESS FOR NON-FACULTY EMPLOYEES

Last Updated: *Updated July 12, 2011*
 New August 17, 2006

Supplements: *System Policy 32.01 Employee Complaint & Appeal Procedures*
 System Regulation 32.01.02 Complaint & Appeal Process for Nonfaculty Employees

1. GENERAL

The purpose of this Rule is to establish specific responsibilities and timelines for the procedures outlined in System Regulation 32.01.02.

For the purpose of this Rule, the term “complainant” means the individual or party making a complaint; the term “respondent” means the individual or party against whom the complaint is being made; the term “senior administrator” means the appropriate VP; and the term “next level senior administrator” means the appropriate next level assistant/associate VP reporting to the appropriate VP.

2. FILING COMPLAINTS

- 2.1 Filing a complaint begins when the employee submits a Complaint Form (available online on the Human Resources webpage) to the Director of Human Resources or designee in accordance with Section 3.2 of System Regulation 32.01.02. The Complaint Form shall contain details of the complaint, including dates of occurrence of any acts that are the subject of the complaint, names of any witnesses, and the requested resolution of the complaint.
- 2.2 The Office of Human Resources will retain the original Complaint Form and forward copies in accordance with Section 3.4 of System Regulation 32.01.02.
- 2.3 The senior administrator designated to review and investigate the complaint shall be the appropriate VP. The VP may assign an appropriate next level senior administrator to conduct the review and investigation and report the findings back to the VP.
- 2.4 If circumstances warrant (i.e., if the complaint is against the appropriate VP), the President may arrange for another VP to conduct the review and investigation.
- 2.5 The appropriate VP will provide a written decision in accordance with Section 3.6 of System Regulation 32.01.02. Although submitted by the VP, the decision itself may be written by the next level senior administrator who conducts the review and investigation, if such was the arrangement.
- 2.6 The Office of Human Resources will then provide the written decision to the parties involved in accordance with Section 3.6 of System Regulation 32.01.02. This will be the final decision on the complaint.

Office of Responsibility: Office of Human Resources