



Standard Administrative Procedure (SAP)

32.01.02.L1.01 Complaint and Appeal Process for Non-Faculty Employees

First Approved: August 17, 2006
Revised: July 12, 2011 (*formerly Rule 32.01.02.L1 Complaint and Appeal Process for Non-Faculty Employees*)
September 21, 2016
Next Scheduled Review: September 21, 2021

Procedure Statement and Reason for Procedure

The purpose of this procedure is to establish specific responsibilities and timelines for the procedures outlined in [System Regulation 32.01.02, Complaint and Appeal Process for Nonfaculty Employees](#).

For the purpose of this procedure, the term “complaint” includes any appeal of an adverse employment action, discipline, or dismissal of non-faculty personnel; “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 vice president (VP); and the term “next level senior administrator” means the appropriate next level assistant/associate VP reporting to the appropriate VP.

Procedures and Responsibilities

1. FILING COMPLAINTS

- 1.1 Filing a complaint begins when the employee submits a Complaint Form (available online on the Office of Human Resources webpage) to the Director of Human Resources or designee in accordance with Section 3.2 of [System Regulation 32.01.02, Complaint and Appeal Process for Nonfaculty Employees](#). The Complaint Form shall contain details of the complaint, including dates of occurrence of any acts that are subject of the complaint, names of any witnesses, and the requested resolution of the complaint. An employee’s complaint alleging illegal discrimination, sexual harassment, and/or related retaliation must be filed in accordance with [System Regulation 08.01.01, Civil Rights Compliance](#) and will be reviewed and processed in accordance with [System Regulation 08.01.01, Civil Rights Compliance](#) and [University Rule 08.01.01.L1, Civil Rights Complaint and Appeal Process](#) by the Director of Equal Opportunity and Diversity or designee.

- 1.2 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, Complaint and Appeal Process for Nonfaculty Employees](#).
- 1.3 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.
- 1.4 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.
- 1.5 The appropriate VP will provide a written decision to the Director of Human Resources within 15 business days of the administrator's receipt of the complaint in accordance with Section 3.6 of [System Regulation 32.01.02, Complaint and Appeal Process for Nonfaculty Employees](#). 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.
- 1.6 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, Complaint and Appeal Process for Nonfaculty Employees](#). This will be the final decision on the complaint.

Related Statutes, Policies, Regulations, or Rules

[System Policy 32.01, Employee Complaint and Appeal Procedures](#)
[System Regulation 32.01.02, Complaint and Appeal Process for Nonfaculty Employees](#)

Contact Office

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