

BLINN COLLEGE ADMINISTRATIVE REGULATIONS MANUAL

SUBJECT: *Employee Complaints*
EFFECTIVE DATE: June 20, 2018
BOARD POLICY REFERENCE: DGBA

PURPOSE

Blinn College is committed to fostering an enjoyable work environment for all. To that end, the College District encourages open, professional communication between co-workers and supervisors. The College District acknowledges that problems can and do arise, however. The procedure outlined in this regulation addresses those instances.

DEFINITIONS

A “complaint” is a written request for the resolution of an issue regarding an employee’s work conditions. Examples include issues with: the interpretation of College District administrative procedures; job duties, responsibilities, assignments, evaluation, and compensation; workplace safety, and/or environmental concerns.

A “grievance” is a written request for the resolution of an issue related to one’s employment status within the College District such as probation, suspension, and/or termination.

APPLICABILITY

This regulation applies to complaints that do not fall under the purview of state or federal law. For guidance, please refer to the following Board policies:

1. Complaints alleging discrimination, including violations of Title IX (gender), Title VII (sex, race, color, religion, national origin), ADEA (age), or Section 504 (disability). [See DIAA(LOCAL) and DIAB(LOCAL)]
2. Complaints alleging certain forms of harassment, including harassment by a supervisor and violations of Title VII. [See DIAA(LOCAL) and DIAB(LOCAL)]
3. Complaints concerning retaliation relating to discrimination and harassment. [See DIAA(LOCAL) and DIAB(LOCAL)]
4. Complaints concerning a commissioned peace officer who is an employee of the College District. [See CHA(LOCAL)]
5. Complaints concerning an employment preference for veterans or former foster children. [See DC(LEGAL)]

This regulation does not apply to employee grievances. Please refer to DGBA(LOCAL) for information regarding the College District’s grievance procedure.

Complaint Procedure

1. An employee with a work-related concern should first attempt to resolve that concern informally with his or her immediate supervisor. The employee and the supervisor should then attempt to engage in open and professional discussion to resolve the concern. If an employee is uncomfortable discussing a concern with the supervisor, the employee may contact the next-level supervisor or the Assistant Vice Chancellor of Human Resources (AVCHR) or designee for assistance in resolving the concern(s) informally.
2. If the employee is unable to resolve the concern(s) informally, the employee may file a complaint in writing to the Assistant Vice Chancellor of Human Resources (AVCHR) or designee. The employee should include any supporting documentation and explanation relevant to the concern(s). Within 10 business days, the AVCHR or designee will determine whether the employee's concern(s) rises to the level of a "complaint" as defined above.
3. If the AVCHR or designee determines that the employee's concern(s) is a complaint, and the complaint does not fall under the purview of state or federal law, the AVCHR or designee will forward the documentation to the Vice Chancellor in the employee's chain of command.
4. The Vice Chancellor will review the complaint and determine the appropriate response thereto. The Vice Chancellor may respond via a conference with the employee, a written decision, another method of effectively addressing the employee's concern(s), or combination thereof.
5. The decision of the Vice Chancellor is final.