

The following is a statement of my complaint, which I hereby request be reviewed in accordance with the ASI Complaint Review Procedure.

Name _____ **Position** _____

Department _____

Description of Complaint/Dispute _____

Policies, Administrative Regulations, or Working Rules Involved _____

I discussed this complaint with my immediate supervisor on _____

My supervisor's response was as follows _____

I believe this response was incorrect for the following reasons _____

I believe the appropriate resolution of my complaint would be _____

Witnesses who can confirm my statements are _____

Date _____ **Employee Signature** _____

Purpose

The Associated Students, Incorporated wishes to provide each employee fair and impartial treatment. Accordingly, it has established a complaint review procedure to provide employees an opportunity to voice any work-related concerns they might have. The purpose of this procedure is to provide an avenue for the identification and resolution of differences between an employee and the corporation regarding wages, hours or working conditions. Naturally, the ASI encourages all complaints to be handled at the lowest level possible. No employee will be discriminated against or in any way penalized for using this procedure honestly and in good faith.

Scope

These procedures may be used when an employee believes that a violation, misapplication, or misinterpretation of the policies, regulations, or work rules of the ASI has personally adversely affected him or her. These guidelines may not be used to dispute the actual written policies, regulations, or work rules or to dispute the final decision resulting from this review process. Furthermore, the following matters shall not be subject to review under these procedures:

- Employee Counseling Actions
- Promotions and/or Transfers
- Performance Evaluations
- Temporary Assignments
- Reductions in Force (layoffs)

Employees who believe that they have been subjected to unlawful discrimination or harassment should use the Discrimination and Harassment Complaint Procedure rather than the Complaint Review Procedure.

Process

The following steps are applicable to all employees for the resolution of a complaint:

Level 1 - Discussion with Supervisor

The supervisor shall first attempt to resolve any employee problems or complaints within seven calendar days of the incident that gave rise to the problem. The supervisor shall take the matter under consideration and attempt to resolve or otherwise answer the complaint within seven calendar days. Either the ASI Human Resources Office or the University Ombuds may be called upon to mediate, but participation in mediation is voluntary.

Level 2 - Consultation with Director

If the complaint is not resolved at the conclusion of Step 1, an employee may present his or her complaint to the appropriate division Director. The division Director shall ensure that Step 1 has been followed, or else waived as provided below under "Exceptions to Process." The division Director will take the matter under consideration and attempt to resolve or otherwise answer the complaint within fourteen calendar days.

Level 3 - Filing of Employee Complaint Form

If the complaint is still not resolved within thirty calendar days of the incident that gave rise to the problem, an employee may file a written Employee Complaint Form with the Human Resources Office. The Human Resources Office shall convene the Ad Hoc Employee Council to investigate and answer the complaint within thirty calendar days of receipt of the complaint by the Human Resources Office.

Employees who seek resolution of complaints by using these procedures shall not be subjected to discrimination or retaliation or be penalized in any way. However, circumventing or failing to follow these procedures without proper justification may result in employee counseling.

Exceptions to Process

All employee complaints should be handled at the lowest level possible. However, the following exceptions are recognized as instances where an employee may file a complaint without first meeting with his or her immediate supervisor:

- 1) If the employee suspects or has proof that a federal or state law or a Trustees' or campus regulation is being violated or is about to be violated.
- 2) If a safety hazard exists that threatens the health of an employee or customer
- 3) If the complaint directly involves the immediate supervisor and the employee can reasonably demonstrate that the department head may not be able to deal objectively with the situation

Confidentiality of Process

ASI regards all statements, documents, and other aspects of a complaint review proceeding to be confidential information. Under current policy, unauthorized dissemination of information determined by ASI to be confidential may constitute grounds for immediate dismissal.

Additional Provisions

- Failure of an employee to comply with the time limits set forth shall render the complaint null and void and prohibit further action by the employee. Failure by the immediate supervisor or division director to respond within the time limits set forth shall permit the complaint to be filed at the next level.
- An employee may withdraw a complaint at any time. In such an instance, no further complaint shall be allowed on the same violation.
- The "Employee Complaint Form" shall be completed in its entirety at all levels of the process. Copies of all responses at each level shall also be filed with the Human Resources Manager.
- If at any time in the proceedings, it is determined that the matter is outside the scope of this procedure, the "Employee Complaint Form" shall be returned to the employee with a written explanation, and the proceedings shall be terminated.