

#### 4-OP-7-G2 USPS & A&P Complaint Procedure

**Purpose of Policy:** To provide University Support Personnel System (USPS) and Administrative and Professional (A&P) employees with an internal Complaint Procedure as a formal mechanism to bring complaints to the attention of management and to address those complaints. This policy describes the procedure and responsibilities for processing.

**Summary of Changes:**

- The University's Complaint Procedure provides a formal mechanism to bring complaints to the attention of management and to address those complaints. However, employees are only permitted to address complaints regarding their performance evaluations in specific situations, due to the subjective nature of performance evaluations. This has always been a practice of the University, but it was not specifically stated in the policy. Therefore, language was added to provide clarity. The Director of HR, Employee & Labor Relations, on behalf of the Chief Human Resources Officer, will determine if the complaint can be resolved through the review of a Complaint Review Officer.
- Removed language that requires the Complaint Review officer (CRO) to use a recording device to record meetings related to the complaint. It has been determined that this process is antiquated and may hinder witnesses from being forthcoming. Nevertheless, the CRO must ensure that the investigative interviews or the complaint meeting is documented and must prepare a written summary of the findings of fact, conclusions of law, if applicable, and make a recommendation to the appropriate University vice president for final University action.