Complaint and Grievance Policy

Policy Number	300.33.02	**Custodian**	Human Resources
Approved Date	10/20/2020		
Effective Date	7/10/2024	**Review Date**	Oct. 2020
References:			

1. **Purpose**

   This policy provides a clear and expedient process through which employees may file a complaint or grievance.

2. **Persons Affected**

   2.1. Staff
   2.2. Board of Trustees (BOT)

3. **Policy**

   This policy is to ensure the following:

   3.1. There is an efficient procedure for resolving complaints and grievances.

4. **Definitions**

   4.1. Chain of Command. The approved WETCC organizational chart. All employees report to a supervisor or director who then reports to the president, who reports to the Board of Trustees.

   4.2. Complaint. A concern which an employee has not been able to get resolved by informal means.

   - Performance evaluations, rates of pay, position reclassification or terminations are not complaints.

   4.3. Grievance. An employee's written expression of dissatisfaction with an action that they feel is not in conformance to a WETCC policy or violates a constitutional right.

   - A grievance shall not cover such matters as:
     - Matters that are beyond the control of the institution
     - Reduction in workforce
     - Violation of reemployment or reinstatement rights
     - Performance evaluation

- Position classification decision
- Salary
- Job rating decision
- Employee benefits
- Personnel policies

4.4. Title IX Coordinator. The human resources (HR) department is assigned this position.

4.5. Working Days. Monday through Friday, unless the college is closed on a specified day, in which case it does not count as a working day.

5. **Procedures**

Process

5.1. The first step is through an informal process of speaking with the other individual and sharing your concerns.

5.2. If an employee and their supervisor are not able to reach a solution, the employee follows the chain of command to seek a resolution.

5.3. All steps of a complaint or grievance follow a five (5) working day timeline.

5.4. Within five working days of a situation, the employee submits a signed written statement to the HR department with facts outlining the situation that is prompting the complaint or grievance.

5.5. The HR department presents the statement to the employee's supervisor who the complaint or grievance is filed against.

5.6. Employees make their own supervisor aware of the situation.

5.7. The HR department investigates complaints or grievances, documents and responds to the employee with their findings and decision within the established time frames.

5.8. If the employee is not satisfied with the HR department's results or if the HR department does not respond within 5 working days, the employee may take their complaint to the next level within the chain of command by submitting a complaint in writing outlining the situation and steps taken.

5.9. The chain of command will end with the president, whose decisions on complaints are final, unless the complaint is against the President, in which case, the chain of command proceeds to the chairperson of the BOT.

5.10. The HR department files the complaint or grievance.

5.11. Retaliation due to the filing of a complaint or grievance is not allowed.

5.12. Confidentiality is required throughout the complaint or grievance process.

Revision History

Rev. Date	Rev. No.	Revision
7/10/2024	2.	Housekeeping; New Format; Custodian Change
10/20/2020	1.	Original