



Broward
Community
College

Procedure

Title: Filing of Complaints for Administrative and Non-Represented Professional Technical Staff	Number: A6Hx2-3.28
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The following four steps are established to provide a fair and equitable review of employee complaints.

Step 1. The employee shall submit his/her complaint, either verbally or in writing, to the immediate supervisor within 5 working days of the occurrence of the incident which has led to the complaint. The immediate supervisor shall respond with his/her decision either verbally or in writing within 5 working days of the receipt of the complaint. If the employee does not hear from his/her immediate supervisor within five working days the employee shall proceed to Step 2.

Step 2. If a resolution cannot be reached at Step 1, the employee may submit the complaint in writing to the next higher supervisory level within 5 working days of receipt of the response in Step 1. A copy of the complaint must be sent to the associate vice president for employee relations at the same time it is submitted to the higher supervisory level. The complaint must contain a statement of facts outlining the complaint and a proposed resolution. The responsible official must schedule a meeting with the employee within 5 working days of receipt of the complaint. That official must render a decision in writing to the employee with a copy to the associate vice president for employee relations within 5 working days after the meeting.

Step 3. If resolution cannot be reached in Step 2, the employee may submit the complaint in writing within 5 working days of the receipt of the response in Step 2 to the next highest supervisory level, either the appropriate center administrator, provost, or vice president. A copy must be sent to the associate vice president for employee relations. That supervisor must schedule a meeting with the employee within 5 working days of receipt of the appeal and must render a decision in writing to the employee with a copy to the associate vice president for employee relations within 5 working days after the meeting. In those cases where the employee does not have another supervisory level in the direct line of supervision, the employee may proceed directly to Step 4.

Step 4. If the decision of the appropriate center administrator, provost, or vice president does not resolve the complaint, the employee may appeal to the president or his designee within 5 working days of receipt of the appropriate center administrator, provost, or vice president's decision. The president or his designee shall review the record of evidence and issue a decision. The decision of the president shall be final and binding on all parties.

Recommending Officer's Signature  Date 11/22/2006	President's Signature  Date 11/22/2006
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The associate vice president for employee relations serves as the omnsbudsperson at all levels of the complaint process.

Represented Professional Technical Staff. The process for represented professional technical staff are contained in Article 7 of the *Collective Bargaining Agreement between the Board of Trustees of Broward Community College and the Federation of Public Employees.*

[Link to Policy 6Hx2-3.28](#)

Recommending Officer's Signature 	Date 11/22/2006	President's Signature 	Date 11/22/2006
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