

Procedure Manual



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 intended to provide a prompt and appropriate review of employee complaints.

Step 1. The employee should submit their 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 should respond with their decision either verbally or in writing within 5 working days of the receipt of the complaint. If the immediate supervisor does not respond with their decision within 5 working days, the employee may 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 should be sent by the complaining party to 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 should schedule a meeting with the employee within 5 working days of receipt of the complaint and 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, president, or vice president. A copy should be sent to Employee Relations. The appropriate center administrator, president, or vice president should schedule a meeting with the employee within 5 working days of receipt and 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, campus president, or vice president does not resolve the complaint, the employee may appeal to the president or their designee within 5 working days of receipt of the appropriate center administrator, provost, or vice president's decision. The president or their designee shall review the record of evidence and issue a decision. The decision of the president shall be final and binding on all parties.

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

Matters involving Sexual Misconduct, Discrimination or Retaliation. Employees with a concern regarding sexual misconduct by any member of the College community (including by students, faculty or staff) should refer to Policy 6Hx2.5.39.

Employees with concerns regarding any other form of discrimination, harassment or retaliation by faculty or a staff member should refer to Policy 6Hx2-3.34.

Recommending Officer's Signature: Sophia M. Galvin	Date: 7/28/2020	President's Signature:	Date: 7/28/2020
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