

32.01.02.E0.01 Complaint and Appeal Process (Non-faculty Employees)

Approved August 12, 2002
Revised January 12, 2009
Revised May 15, 2017
Next Scheduled Review: May 15, 2022

Supplements System Policy 32.01, System Regulation 32.01.02

Standard Administrative Procedure Statement

This Standard Administrative Procedure (SAP) establishes uniform procedures for the complaint and appeal process in accordance with System Regulation 32.01.02, Complaint and Appeal Process for Nonfaculty Employees.

Although it is preferred that problems or complaints be resolved through informal discussions between the employee, the individual(s) involved, the immediate supervisor, and the division, System Regulations provide an employee the opportunity to file complaints without the fear of reprisal for seeking such resolution.

Nothing in this SAP shall be construed as modifying any nonfaculty employee's "at-will" status.

Reason for Standard Administrative Procedure

This SAP supplements System Regulation 32.01.02. It establishes uniform procedures for filing and reviewing a complaint.

Procedures and Responsibilities

1. GENERAL

- 1.1 As the initial attempt to resolve an issue, employees are encouraged to resolve a complaint through informal discussions with the individual(s) involved, and the immediate supervisor. The division head may be included in these discussions as needed.
- 1.2 The Engineering Staff Ombuds is an additional resource for staff in determining available options.
- 1.3 Regarding issues relating to conflicts of interest and scientific and other forms of research misconduct, the formal complaint process will be administered as specified by System Regulation 15.01.03, *Conflict of Interest In the Design, Conduct and Reporting of Sponsored Research and Educational Activities* and/or System Regulation 15.99.03, *Ethics in Research and Scholarship*.

2. FILING AND REVIEWING COMPLAINTS

If the complaint cannot be resolved through informal means, the employee may elect to file a complaint.

2.1 Complaints must be filed within the following deadlines. A complaint filed after the following deadlines will be deemed untimely and will be dismissed.

2.1.1 A complaint alleging illegal discrimination, sexual harassment, and/or related retaliation unrelated to discipline and/or dismissal must be filed in accordance with System Regulation 08.01.01 and TEES Rule 08.01.01.E1, Civil Rights Compliance.

2.1.2 All other complaints must be filed within seven (7) business days of the incident/action that caused the complaint.

2.1.3 To file a complaint, the employee completes the complaint form and submits the form to Engineering Human Resources. The Complaint Form is available at the end of this SAP.

2.2 The Director of Engineering Human Resources will coordinate the review and investigation of the complaint. The Director of Engineering Human Resources will forward a copy of the complaint to the respondent, appropriate supervisor(s), and division head within five (5) business days of receipt.

2.3 The Deputy Director or designee will be responsible for appointing an administrator to work with the Director of Engineering Human Resources to review complaints. The administrator assigned to review the complaint shall conduct their review and provide a written decision to the Director of Engineering Human Resources within 15 business days after receipt of the complaint. The decision should outline processes necessary, if any, for reaching satisfactory resolution. Based on the nature of the complaint Engineering Human Resources will coordinate with other administrative offices as appropriate.

2.4 If determined necessary by the administrator assigned to review the complaint, an extension of no more than 15 business days may be granted. The Director of Engineering Human Resources will notify the complainant, supervisor and division head of the extension.

2.5 The Director of Engineering Human Resources will send the complainant, respondent, supervisor(s), and division head copies of the written decision

within five (5) business days of receipt. This will be the final decision on the complaint.

Related Statutes, Policies, or Requirements

[Policy 32.01, Employee Complaint and Appeal Procedures](#)

[Regulation 08.01.01, Civil Rights Compliance](#)

[Regulation 32.01.02, Complaint and Appeal Process for Nonfaculty Employees](#)

[Rule 08.01.01.E1, Civil Rights Compliance](#)

Contact Office

Engineering Human Resources
(979) 458-7699

Texas A&M Engineering Experiment Station
Non-Faculty Employee Complaint Form

Submitted in accordance with TEES Standard Administrative Procedure 32.01.02.E0.01

TO: Director, Engineering Human Resources

FROM:

Date Submitted:

STATEMENT OF COMPLAINT

(State the details of your complaint, including the dates of occurrence of any acts that are the subject of your complaint. Then state how you wish this complaint to be resolved. Use the reverse side or attach additional pages if more space is needed.)

I certify that the information provided in this formal complaint is accurate and complete to the best of my knowledge.

Employee Signature: _____ Date: _____

Date Received By Engineering Human Resources: