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**Complaint Policy and Procedures  
for Employees**

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# Complaint Policy and Procedures for Employees

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## I. Philosophy and Scope

Frederick Community College (“FCC” or the “College”) faculty, staff and administration strive to create and maintain a work environment where effective communication enhances integrity, justice, and civility. The purpose of this Complaint Policy and Procedures for Employees is to provide a method of recourse to employees who wish to formally address a particular action on the part of a College employee(s) or office.

Employees are expected to first attempt to resolve issues covered under this Policy and Procedures informally by communicating directly with their supervisor and/or the employee with whom the issue originated.

If informal resolution is not possible, employees have the right, using this Complaint Policy and Procedures for Employees, to appeal an action that is considered improper or unfair.

Employees wishing to file a complaint alleging any act of discrimination or sexual misconduct should refer to the College [Non-Discrimination Policy and Procedures](#) or the [Title IX Sexual Misconduct Policy and Procedures](#) available on the College website.

Employees wishing to appeal decisions made related to separation from employment should refer to the [Separation from Employment Policy and Appeal Procedure for Involuntary Separation from Employment](#) available on the College website.

This Policy and Procedures is applicable to all employees of the College for complaints **other** than those relating to acts of misconduct, discrimination, sexual misconduct, or related to performance appraisals. Employees have the opportunity to respond to performance appraisals through Section 4 on the Performance Review forms. The College prohibits any person from engaging in retaliation against any person who exercises in good faith, their own rights under College policy or other law.

## II. Definitions for the Purpose of this Policy and Procedures

- A. **“Informal resolution”** refers to initial meetings between the parties directly involved in an issue where there is good faith effort to resolve the issue so that initiation of a formal complaint is not necessary.
- B. **“Formal complaint”** – When an employee believes that attempts at informal resolution have been unsuccessful, the employee may initiate a formal complaint by following the steps outlined in this Policy and Procedures.
- C. **“Workdays”** means Monday through Friday and does not include weekends, holidays, scheduled breaks, or other days the College is closed.
- D. **“Senior Leader”** refers to a member of the President’s Senior Leadership Team, which includes the Vice President for Academic Affairs/Provost, the Vice President for Learning Support, the Vice President for Continuing Education and Workforce Development, the Vice President for Finance and Human Resources, the Chief Information Officer, the Special Assistant to the President for Institutional Effectiveness, and the Chief of Operations.

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## **III. Informal Resolution**

Employees are expected to first attempt to resolve issues covered under this Policy and Procedures informally by communicating directly with their supervisor and/or the employee with whom the issue originated.

The employee should notify their direct supervisor regarding the issue. The supervisor will convene a meeting with the parties involved to discuss the issue and discuss potential solutions. The supervisor will attempt to informally resolve the issue, as appropriate.

Once an employee has provided an opportunity for their supervisor to informally resolve the complaint and the complaint has not been resolved, the employee will follow the procedure for a formal complaint.

## **IV. Formal Complaint Procedures**

All formal complaints, **other** than those related to misconduct, discrimination, sexual misconduct, or performance appraisals, shall follow these steps:

- A. If an employee believes that the informal resolution with their direct supervisor did not resolve the issue, the employee must submit in writing their complaint to the next level supervisor or designee. The next level supervisor or designee will respond in writing to the employee within ten (10) workdays following the receipt of the written complaint.
- B. If the employee believes that the complaint has not been resolved by the next level supervisor or designee, the employee may appeal to the supervising Senior Leader within ten (10) workdays following the receipt of the written response from the next level supervisor or designee. The appeal shall be in writing and detail the rationale for the complaint and the rationale for the appeal.
  1. The Senior Leader or his/her designee will convene a meeting with the employee regarding the appeal of the complaint within ten (10) workdays following receipt of the written appeal. A decision by the Senior Leader or his/her designee on the complaint shall be submitted in writing to the employee within five (5) workdays following the meeting, and is considered final.
  2. Should extenuating circumstances exist that require additional time for response, the Senior Leader or his/her designee may extend the timeline and the employee will be notified of the extension within five (5) workdays following the meeting with the Senior Leader.