# Office of Human Resources Administrative Policy

**7-ADMIN-12 Administrative complaint process, excluded professional administrative employees**

Responsible Division/Office: Office of Human Resources Responsible Officer: Chief Human Resource Officer

Revision History: N/A

Effective Date: June 24, 2025

Next Review: 2030

(A) Policy statement. The university is committed to equitable employment practices and maintains a complaint process that may be utilized by professional/administrative staff to provide prompt and equitable resolution of disputes resulting from administrative employment-related decisions, i.e., reclassification, promotion, discipline, working conditions, and termination decisions.

(B) Scope. This policy may be used by professional/administrative staff not covered by a collective bargaining agreement. Employees covered by a collective bargaining agreement should consult their respective agreements.

(C) Parameters.

(1) Employees with a complaint about an administrative decision are encouraged to initiate informal discussion with their immediate supervisor prior to filing a formal complaint.

(2) An employee who is dissatisfied with the informal discussion or chooses not to engage in an informal discussion may file a formal complaint of an administrative decision that will be reviewed and a final determination made.

(3) The chief human resources officer is authorized to develop additional procedures necessary for the implementation of this policy.

(D) Procedures.

(1) A formal written complaint identifying the specific decision and reason for the complaint must be sent to the employee’s immediate supervisor no later than ten working days of the occurrence of ten days from when the employee reasonably should have known of the occurrence.

(2) The supervisor will conduct an appropriate review and respond to the complaint in writing within ten working days of its receipt.

(3) If this response does not satisfy the employee, a written complaint may be sent to the chief human resources officer within ten working days from receipt of the supervisor’s response. The chief human resources officer or designee, in consultation with the appropriate vice president, will review all information submitted and render a final written decision within fourteen working days from the date on which the complaint is received.