



**COLLEGE of CENTRAL FLORIDA**  
**ADMINISTRATIVE PROCEDURE**

<b>Title: Employee Complaints</b>	
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<b>Date Approved: 06/28/12</b>	<b>Division: Administration and Finance</b>

College of Central Florida is committed to the fair resolution of employee concerns. The purpose of this procedure is to outline the process for resolving issues of a general nature where an employee has a concern about the College and its operations.

Complaints related to discrimination, harassment and/or sexual harassment based on race, color, ethnicity, religion, gender, age, marital status, national origin, genetic information or disability are addressed under the administrative procedure "Discrimination, Harassment and /or Sexual Harassment Complaint Procedure for Employees and Students."

**Definitions:**

*Complaint:* An employee complaint may be any concern an employee has about the college and its operations. A complaint is defined as a dissatisfaction that occurs when an employee believes that any decision, act or condition affecting the employee is illegal, unjust or creates unnecessary hardship. Complaints may concern, but are not limited to, working conditions.

*Complainant:* Any employee or applicant for employment who presents a complaint under this procedure.

*Respondent:* The person who is alleged to have caused the complaint by identifiable acts of omission or commission.

**Procedure:** An employee having a complaint shall follow the steps set forth below.

**Informal:** An employee who has a complaint should report, verbally or in writing, his or her concerns to the immediate supervisor within thirty (30) working days from the date the employee becomes aware of the act or omission giving rise to the complaint. If the nature of the concern involves the immediate supervisor, the employee should report his or her concern to the next level supervisor. The supervisor will attempt to resolve the complaint informally and may request the participation of other College personnel as appropriate in that informal resolution. If the complaint is resolved to mutual agreement of the supervisor, the employee and any other parties concerned, the matter will be considered settled. The informal process should be concluded within forty (40) working days or less of receipt of the complaint, whenever possible. The investigating supervisor will file a written report outlining the result of the informal complaint to all parties, the Equity Officer, and the President within ten (10) working days of the resolution of the complaint.

**Formal/Appeal:** If the complaint cannot be resolved informally, the employee may petition an appeal of the decision by submitting a formal written complaint with the Vice President or appropriate supervisor responsible for that department. The Vice President or appropriate supervisor will serve as the lead administrator to investigate the petition. In the event that the complaint is against the Vice President or appropriate administrator, the employee shall petition an appeal to an alternate Vice President designated by the President who will serve as the lead administrator to investigate the complaint. Written complaints must be filed within ten (10) working days after receipt of the informal report. The Vice President or appropriate administrator leading the investigation has sixty (60) working days to complete the investigation of the complaint.

Upon receipt of the formal petition, the lead administrator shall:

1. Notify the President and the appropriate department administrator of the formal complaint.
2. Conduct a prompt and thorough investigation to determine the facts of the complaint. The lead administrator may request the participation of any College personnel determined to be necessary to resolve the complaint.
3. Maintain a record of the investigation and store in a secure area apart from Human Resource files.
4. Meet individually with the parties involved to discuss the findings and provide a written summary of the overall findings.
5. File a written report with the President within ten (10) working days after investigation has been completed. The report shall (1) outline the investigative findings, and (2) indicate recommended resolution for the complaint.

The decision of the lead administrator shall be final.

**Retaliation**

It is a violation of College policy to retaliate or take reprisal against any person who has filed a complaint based on the fact that the person raised a complaint to any faculty, supervisor or manager of the College, to any Dean, Vice President, or administrator, to any other person, entity, or human rights agency.

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Vice President, Administration and Finance

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Date

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Approved by President

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Date