
TOPIC:	Policy Number
Informal Resolution - Procedures	C10

Employees are encouraged to resolve any concerns at the lowest possible level.

If an employee has a problem, the employee should discuss that concern with their immediate supervisor and/or the Director of Human Resources within ten business days of the incident. The goal is to assist employees in reaching a satisfactory resolution.

If the problem is not resolved within the ten business day period of step one with the immediate supervisor, the employee may take their complaint to the appropriate Vice-President within ten business days as step two in the resolution process. The employee shall request a meeting with the appropriate Vice-President and present in writing a brief statement of the concern and the requested resolution. The Vice-President shall present their decision on the concern to the employee in writing within ten business days following the initial meeting between the Vice-President and the employee.

If the problem is not resolved at step two with the relevant Vice-President, the employee may initiate step three and submit their complaint to the President within ten business days. The employee shall request a meeting with the President and present to the President in writing a brief statement of the concern and the requested resolution. The President shall present their decision on the concern to the employee in writing within ten business days following the initial meeting between the President and the employee.

If the problem is not resolved at step three in the resolution process, the employee may request a hearing before the Board of Trustees ten business days prior to the next scheduled Board Meeting following the President's response. The employee shall present in writing a brief statement of the concern and the requested resolution to the President who shall present the request for a hearing to the Board. The request for a hearing shall be placed on the Board agenda.

The Board may deny or grant a hearing to the employee. If the Board chooses to deny a hearing to the employee, the written decision of the President shall be final, and the problem shall be deemed to be resolved. If the Board chooses to grant a hearing to the employee, the Board shall schedule a hearing within 31 calendar days from the date the request was received by the Board. The Board shall present its decision to the employee in writing within 30 calendar days following the hearing. The decision of the Board shall be final.

At any step during the problem resolution process, the employee may be accompanied by one other representative at any meeting with three business days notice. This representative will be a resource to the employee, not a spokesperson. The entire problem resolution process is not intended to be a formal, legal process; therefore, the rules of legal evidence and procedures shall not apply.

Adopted:	Revised/Reviewed	Revised/Reviewed	Revised/Reviewed	Revised
1/19/95	4/25/06	8/27/11	1/26/16	3/22/22

TOPIC: Informal Resolution - Procedures	Policy Number C10
--	----------------------

Persons who have a problem needing resolution or who believe they have suffered harassment, retaliation, or discrimination shall follow the Formal Complaint Process outlined in Policy E18.

Complaints regarding sexual misconduct and/or discrimination will follow the procedures outlined in Policy E17 - Sexual Respect and Title IX.

Adopted: 1/19/95	Revised/Reviewed 4/25/06	Revised/Reviewed 8/27/11	Revised/Reviewed 1/26/16	Revised 3/22/22
---------------------	-----------------------------	-----------------------------	-----------------------------	--------------------
