

3357:13-16-401 Procedures for Initiating an Employee/Guest Complaint (Other than Discrimination or Harassment)

- (A) This Procedure does not apply in cases where the employee/guest initiates a complaint regarding discrimination or harassment. An employee/guest filing a complaint regarding discrimination or harassment must follow the College's Discrimination, Harassment, Sexual Misconduct, Stalking, and Retaliation Policy (Policy No. [3357:13-15-03](#)).
- (B) If an employee/guest feels that College personnel have treated him/her unfairly or that a College policy or practice has been applied unfairly to his/her situation, the employee/guest should file a written complaint.
- (C) The procedures for filing a complaint are set forth herein. Failure to adhere to the step-by-step process could result in an unsatisfactory outcome of the complaint.
 - (1) Prior to filing a written complaint, the employee/guest is encouraged to make a reasonable effort to resolve the problem informally. The employee/guest should make an effort to discuss the complaint with the person against whom he/she has a complaint within five (5) working days of the occurrence. All efforts should be made to resolve the problem at this level if possible.
 - (2) If the employee/guest is not satisfied with the results of the informal meeting, the employee/guest then has five (5) working days from the informal meeting, or, if the employee/guest elects not to informally resolve the problem, five (5) working days from the date of the occurrence, to present a formal written complaint to the alleged offender's supervisor. The employee/guest should contact the applicable division for contact information for the supervisor.
 - (a) The employee/guest must submit a formal written complaint using the [Formal Complaint Form](#) (This is an interactive link found on NCSC's website).
 - (b) The written complaint must include details from the informal meeting if conducted, a specific description of the problem, the reason(s) the employee/guest believes he or she has been treated unfairly or that a College policy or practice has been applied unfairly to his/her situation, and a proposed resolution to the situation. If the employee/guest chooses to skip the step outlined in (C)(1), the employee/guest must also explain their rationale for doing so.
 - (3) Depending on the circumstances, the supervisor may need to investigate the written complaint and/or talk to individuals involved. The employee/guest and alleged offender will be notified, in writing, of the supervisor's decision within five (5) working days of submitting the written complaint. If not in agreement with the decision, the employee/guest and/or alleged offender will then have five (5) working days to appeal the supervisor's written decision to the applicable vice-president.

- (4) If appealing the supervisor's written decision, it is the appealing party's responsibility to have the written complaint and supporting documentation forwarded to the applicable vice-president for review.
 - (a) Academic and student matters shall be directed to the Chief Academic and Student Services Officer.
 - (b) Financial matters shall be directed to the Chief Financial Officer.
- (5) The appropriate Vice President will review the written complaint and render a written decision within five (5) working days of receiving the appeal of the supervisor's decision.
- (6) If the employee/guest wishes to appeal the decision of the applicable vice-president, it is the appealing party's responsibility to have the written complaint and supporting documentation forwarded to the president. The president will review the written complaint and render a written decision within five (5) working days of receiving the appeal of the supervisor's decision. This decision shall be final.
- (7) Upon final resolution of the complaint-appeal, all documents will be kept in the Office of Human Resources.
- (8) The time periods and deadlines set forth herein may be extended at the sole discretion of the North Central State College.

Effective: June 27, 2000

Next Review: March 1, 2029

Review Dates: 3/24/93, 9/27/00, 6/1/03/ 6/28/18, 3/11/24