

THE TEXAS A&M UNIVERSITY SYSTEM HEALTH SCIENCE CENTER RULES

32.01.02.Z1 Complaint and Appeal Procedure for Nonfaculty Employees

Approved July 20, 2000

Revised November 20, 2001

Revised by HSC Executive Committee on November 3, 2010

Supplements System Regulation 32.01.02

1. GENERAL

This rule provides procedures by which The Texas A&M University System Health Science Center (HSC) non-faculty employees may present complaints concerning employment action and working condition. The term “complaint” in this rule includes any appeal of employment action, discipline, or dismissal.

2. FILING COMPLAINTS

- 2.1 Most problems can be resolved through informal discussions between the employee and the immediate supervisor, department chair or human resources (HR) staff. HR staff will work with all parties to the complaint to seek a satisfactory resolution.
- 2.2 Although an employee is encouraged to resolve a complaint informally first as described above, he or she may file a complaint without first seeking informal resolution.
- 2.3 An employee “files” a complaint by completing a Complaint Form and delivering the form to the HR officer at the component (HRO) within seven (7) business days of the action that caused the complaint. A complaint delivered to the HRO later than seven (7) business days of the action that caused the complaint will be deemed untimely filed and will be dismissed. The Complaint Form is attached at the bottom of this Rule and is also available from HSC Payroll and HR Services.
- 2.4 The HRO is available to answer questions regarding the complaint process and to provide assistance as needed.
- 2.5 The HRO will coordinate the investigation of the complaint. The HRO will retain the original Complaint Form and forward within five (5) business days, copies to the supervisor, department chair, dean and Vice President for Finance and Administration (VPFA), the administrator designated by the HSC President to review complaints. If the complainant or respondent is the HSC President, the complaint will be directed to the Chancellor. If the complainant or respondent is the VPFA, the complaint will be directed to the President.
- 2.6 The VPFA will review the complaint and appoint a review panel, then forward the information to that review panel. The panel will review, investigate and evaluate the

information, and provide a recommendation to the VPFA. The VPFA will consider the panel's recommendation and provide written decision to the HRO within fifteen (15) business days after receipt of the complaint. The HRO will provide the VPFA's written decision to the complainant, supervisor, department chair and dean within five (5) business days of receiving the decision. This will be the final decision on the complaint.

2.7 If additional time is needed for investigation and consideration of the complaint, the VPFA will notify the HRO of the need for an extension and the date by which a decision will be made. The HRO will notify the complainant, supervisor, department chair and dean of the extension. In no case should the extension be for more than fifteen (15) additional business days. Additional time may not be granted for an appeal claiming a veteran's employment hiring or retention preference (Texas Government Code section 657.010).

OFFICE OF RESPONSIBILITY

Vice President for Finance and Administration



TEXAS A&M

HEALTH SCIENCE CENTER

COMPLAINT

DATE: _____

TO: HR Manager
MS 1361

FROM: _____ UIN _____
Type or Print Name

STATEMENT OF COMPLAINT

State the details of your complaint, including the dates of occurrence of any acts that are the subject of your complaint. Please state how you wish this complaint to be resolved. Attach additional pages if more space is needed. In the interests of time, complaint forms may be scanned and emailed to hr@tamhsc.edu, or faxed to 979-458-7294, but the original complaint form must still be sent to HSC Payroll and HR Services, 301 Tarrow, 6th Floor, College Station, TX, 77840-7896, or via campus mail to MS 1361.)

I certify that the information provided in this formal complaint is accurate and complete to the best of my knowledge.

Employee Signature: _____ Date: _____

System Approvals*

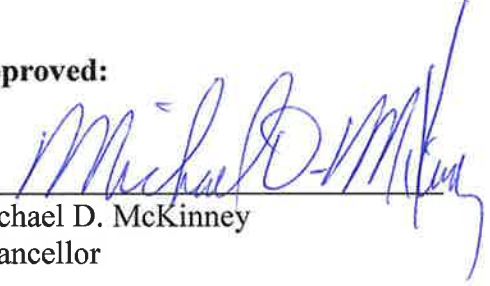
Approved for Legal Sufficiency:



Andrew L. Strong
General Counsel

2/18/11
Date

Approved:



Michael D. McKinney
Chancellor

2/21/11
Date

***System approvals are contingent upon incorporation of any and all System-required changes in the rule's final posting.**