

CHAPTER:	Handling Complaints Regarding Employees	DATE ADOPTED	NUMBER
EMPLOYEES		August 10, 1999	310
SYNOPSIS:			
1	Introduction		
2	Procedure		
3	Summary		
1	<p>Introduction: From time to time, the College receives information about reported or observed job-related behavioral problems of its employees. This policy provides guidelines for supervisors to use as they attempt to:</p> <ol style="list-style-type: none"> a. Respond to complaints or allegations related to an employee's job-related behavior; b. Correct an employee's job-related behavior subject to the control of that employee which is counter-productive to the College; c. Encourage sustained acceptable performance in the future; and d. Increase overall group productivity through positive employee relations. 		
2	<p>Procedure: The following procedures assure an open and fair process for an employee when an incident is observed, reported, or suspected, which is judged by one or more of the employee's supervisors to be of sufficient importance to warrant follow-up and possibly corrective action.</p> <p>Once the incident is reported or observed, inform the employee, verbally or in writing, of the issue and solicit the employee's views in order to validate the facts of the matter. Should the employee admit the incident, an appropriate corrective action will be administered based on the severity and frequency of the incident.</p> <p>Should the employee contest the incident, then:</p> <ol style="list-style-type: none"> a. Record the employee's version; b. Research the incident; c. Respond to the employee, verbally or in writing, with the findings or conclusions; and d. Take action necessary based on the severity of the conduct or infraction. 		
3	<p>Summary: This procedure is not to be used to handle matters beyond the control of the employee. Nor is it intended to interfere with or diminish the employee's responsibility to correct troublesome job-related behavior.</p> <p>As in all situations seriously affecting the welfare of an employee or the College, supervisors are encouraged to consult with his or her immediate supervisor or the appropriate Vice President as necessary to fully implement this procedure.</p>		