

TITLE: Complaint Form

NUMBER: HUM100

EFFECTIVE: 1 NOV 2007

REVIEWED: 24 MAR 2015

PURPOSE:

To provide IPS employees a mechanism whereby they can file a complaint based on alleged unfair or inequitable treatment with respect to the application of policies, procedures, and regulations which he/she has been unable to resolve with his/her immediate supervisor. For the purpose of this complaint procedure, an employee is defined as both exempt and non-exempt staff.

The following issues or concerns will not be addressed through the complaint process, as these issues have a defined mechanism to address an employee's concerns. Those not included are: job classification, pay, workers' compensation matters, terminations during the probationary period, terminations accomplished in accordance with the Reduction in Force (RIF) policy, court ordered terminations, terminations for inadequate work performance or gross misconduct, and complaints alleging discrimination (including claims of racial and/or sexual harassment) in work assignments, employment opportunities or conditions of work.

PROCEDURE:

The following are steps employees should follow to file a complaint:

1. Employees are encouraged to attempt to resolve the complaint through administrative channels within the employee's unit, beginning with the immediate supervisor. IPS Human Resources (HR) will provide assistance to the complainant and/or affected unit in an effort to resolve the complaint. Complaints received by IPS HR will be reported to the Agency Director (or designee) or to the appropriate administrator(s) who will attempt to resolve the matter by working with IPS HR. Confidentiality will be maintained to the extent possible. Employees may bring matters directly to IPS HR where there is a reasonable expectation that voicing complaints within their unit could result in discrimination, harassment or retaliation.
2. If, after discussions with the supervisor, the disposition of the complaint is not acceptable to the complainant, the employee shall complete a complaint form (see attached) and submit it to the Agency Director and IPS HR, stating the complaint and the efforts which have been taken to resolve the complaint at the supervisory level. Once the Agency Director and IPS HR have the employee's complaint, a meeting will be scheduled. The Agency Director, IPS HR, and the employee will meet to discuss the employee's concern and provide an opportunity for the Agency Director to become acquainted with the issue. At the meeting, the employee may be accompanied by an Employee Relations Committee representative.

- The Agency Director will provide a written reply to the complainant within 15 working days, detailing a response to the complaint.
3. Should the solution offered by the Agency Director be unacceptable to the employee, he/she may make a final appeal to the Vice President of IPS. To initiate the final appeal, the employee should submit a written request to IPS HR outlining the issue and the steps taken to resolve the problem.

IPS HR will be responsible for scheduling a meeting between the employee and the Associate Vice President. The meeting will consist of the Vice President, IPS HR representative, the complainant, and should the employee request, an Employee Relations Committee representative. During the meeting with the Associate Vice President, the employee may present written documentation, witnesses, and other related evidence to support his/her position. In addition, the Associate Vice President also will have the right to call witnesses or others who may have knowledge of the situation to present information germane to the situation at hand.

Upon the completion of the meeting, the Vice President will have 15 working days to notify all parties of the final disposition of the matter.

FORMS:

[IPS Complaint Form](#)

CONTACT:

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