

APPENDIX A

**PROBLEM RESOLUTION & COMPLAINT PROCEDURES
FOR EMPLOYEES OF FLORIDA SOUTHERN COLLEGE
(Adopted August 2006, Rev. March 2013)**

A variety of approaches may be pursued by the complainant and/or the supervisor, at the option of the complainant, in an effort to resolve the matter. These approaches include but are not limited to the following:

- 1) The complainant may seek, within a one-month period, to resolve the matter directly with the individual(s) whose actions prompted the complaint (the "respondent"). If the complainant does so, the respondent shall, within 7 days, respond to the complainant's concerns in an effort to clarify, interpret, and/or offer a resolution to the matter. Depending upon the circumstances, a written response from the respondent may be appropriate.
- 2) The complainant may seek the intervention of his/her supervisor or, where circumstances warrant, the next highest College supervisor, in resolving the complaint. If s/he does, the supervisor shall, within 7 days, explore the matter and respond to the complainant in an effort to clarify, interpret and/or offer a resolution to the matter. Depending upon the circumstances, a written response from the supervisor may be appropriate.
- 3) The complainant, with the approval of the respondent, may seek the advice and counsel of a third party, whom both parties trust, to explore possible resolutions to the matter.

Should the complaint be resolved during this process, the complainant or other interested party may ask that the Director of Human Resources maintain a confidential record of the complaint and its resolution.

If the complaint cannot be resolved in the above manner, a request can be made for the Director of Human Resources or the Vice President for Finance and Administration, to review the information provided and make a determination on behalf of the College. The Director of Human Resources or the Vice President for Finance and Administration will then provide the written determination to the complainant and the respondent, within 14 days. Written determinations shall be regarded as final.

No Penalty for the Complaint

There will be no discrimination, retaliation and/or penalty, against any employee for his/her part in the presentation of a complaint or participant in the investigation or proceeding.

Records

Appropriate arrangements shall be made in the Human Resources Office for the retention of records of actions that are the result of complaint procedures involving non-faculty employees. All documentation/evidence that is gathered pursuant to the filing of a complaint will be kept in a confidential file and released to appropriate persons only on an "as needed" basis.