Allegany College of Maryland

EMPLOYEE COMPLAINT / MISCONDUCT POLICY

APPROVED BY THE BOARD OF TRUSTEES JUNE 18, 2007

Any person (student, faculty, or staff) who has a complaint against a College employee must be able to communicate the complaint with confidence that it will be heard and acted upon appropriately – without risk of retaliation. Any person with a complaint about how an employee has conducted himself/herself in word or deed in his/her capacity as an employee of the College shall schedule a time to meet and discuss the complaint/concern with the particular employee. Informal resolution of concerns is permitted at this stage. If, however, the person does not feel his/her complaint has been redressed OR feels uncomfortable speaking privately with the employee, s/he should speak with the employee's immediate supervisor or appropriate College official. The supervisor/official shall request a written account of the incident(s) and then identify the nature of the complaint to assess what action is needed.

OPTIONS THAT **MUST** BE CONSIDERED INCLUDE

- **notification** of the employee about whom the complaint is made;
- the possibility of misinformation or **miscommunication** .
- **review** of existing college policy/ies (eg., academic grievance, sexual harassment, etc.) with immediate **referral** to the designated College official,
- **consultation** with / referral to Student & Legal Affairs if legal implications exist;
- a **meeting** with the employee about whom the complaint is made;
- a mediated/facilitated **meeting** with the complainant and the employee;
- further **investigation** by the supervisor;
- **no action** because the complaint has no basis in fact, insufficient information is available, the matter has otherwise been resolved, or the employee acted correctly (which should be explained to the complainant); and
- **discipline** of the employee if warranted. (See the Employee Handbook's disciplinary policy for details on this process.)

The Official's finding(s)/action(s) shall be communicated – as privacy laws permit – to the complainant in writing. If the complainant is dissatisfied with the outcome, s/he may take the complaint to that person's supervisor and so on. The President's decision is final. All actions and/or findings shall be internally documented, including justification; however only disciplinary findings shall be noted in the employee's personnel file.

Approved Board of Trustees Summer 2007
Non-Substantive Revisions Summer 2008