

MISSOURI SOUTHERN STATE UNIVERSITY POLICY

Name of Policy:	General Employment Complaint Policy
Date of Last Revision:	November 2024
Policy Owner	Human Resources
Handbook	Employee

This General Employment Complaint Policy provides all University employees with an opportunity to present a complaint about a work-related situation through the following complaint procedure. A complaint is defined as a concern expressed by an employee that they are not being treated fairly and/or that there has been a violation, misinterpretation, or incorrect or unfair application of a university policy or procedure. This policy is not applicable to:

- Faculty-related complaints that are addressed by the University’s Faculty Handbook Grievance Procedure.
- Complaints based on a protected category (i.e., race, sex, age, religion, disability, etc.), Which are covered by the University’s Non-Discrimination and Non-Harassment Policy.
- Complaints based on sexual harassment, pursuant to the University’s Sexual Harassment Policy.
- Complaints falling under the University’s Sexual Violence/Assault Policy; and/
- Complaints of illegality covered by the University’s Whistleblower Protection Policy.

Employees who believe they have a legitimate complaint may undertake the procedure outlined below to resolve the matter,

STEP 1: Discussion with Immediate Supervisor/Director

Discussing the complaint with the employee’s immediate supervisor/director is encouraged as a first step in the complaint resolution process, with the objective of resolving the matter informally. Many disputes, complaints, or misunderstandings can be resolved at this level. Employees should bring their complaints to the attention of their supervisor/director in a timely manner to resolve them as quickly as possible. If the complaint is about or involves a Vice President, the President or other senior administrator, proceed directly to Step 3 below.

STEP 2: Written Complaint to Immediate Supervisor/Director

If the complaint is not resolved to the satisfaction of the employee, after discussing it with the employee’s immediate supervisor/director, then the employee may formalize the complaint by submitting it in writing to their immediate supervisor/director. The written complaint must

contain a complete statement of the complaint and the facts upon which it is based, either signed and dated by the employee or sent via email and identify this policy as the basis for submitting the complaint. The immediate supervisor/director will address the complaint to the extent they consider appropriate. After their consideration of the complaint, the immediate supervisor/director will take the action they consider appropriate, if any, and communicate such action or inaction to the employee.

STEP 3: Written Complaint to Director of Human Resources

If the complaint is not resolved to the satisfaction of the employee, after discussing it with the employee's immediate supervisor/director and filing a written complaint with the employee's immediate supervisor/director, then the employee may formalize the complaint by submitting it in writing to the Director of Human Resources or their designee. The written complaint must contain: a complete statement of the complaint and the facts upon which it is based; any additional evidence; the policy which is alleged to have been violated; the remedy or correction(s) requested; either be signed and dated by the employee or sent via email; and identify this policy as the basis for submitting the complaint. The Director of Human Resources or their designee shall address the complaint to the extent they consider appropriate and may communicate with other administrators. After his or her consideration of the complaint the Director of Human Resources or their designee shall take action, he or she considers appropriate, if any, and communicate such action or inaction to the employee. In the event the Director of Human Resources or their designee believes that discipline or any sort of adverse employment action may be warranted, they will communicate with that affected employee's leadership prior to the University issuing any discipline or implementing any adverse employment action.

This policy is not designed to guarantee any particular result or outcome. Rather, it is an effort by the University to provide a forum for communication such that an employee's complaints are heard by the University. The decision issued at this step is final and binding on the parties, without the right to appeal.