

I wkfgnkpq hqt jcpfnkpi eqo rncpvu0

Cnn okpqt eqo rncpvu cpf flurwvgu ujqwnf dg tguqnxgf cu rtqo rvn{ cu rquukdng0 kp ocvvgtu cuuguugf cu nguu ugtkqwu cp kphqt ocn tguqnvkqp ujqwnf dg cvwg o rvgf hktuv. y jpgxgt rquukdng0

Eqo rncpvu o wuv dg tgrqtvvf xkc vjg Eqo rncpvn hqt o. nqecvfg qp vjg dqwqo qh vjg [y y y 0 o q p v e c n o 0 g f w](#) ockp rcig. qt vq vjg Fgcp qh Uvwfgpv cpf Gptqmn o gpv Ugt/xkegu *FUGU+ xkc gockn. wpnguu vjg eqo rncpvn ku nguu ugtkqwu cpf ku tguqnxgf kphqt o cnn{0 Uvwfgpvu. Go rnq{ggg. Rctvpgtu. Uvcmgjqnfgtu cpf cnn eqo owpkv{ ogodgtu oc{ wvknk|g vjku cxgpgw vq tgi kuvgt c eqo rncpvn0 Vjg o cvtkz hqnnqykpi vjku qxgtxkgy fguetkdg vjg rcvj qh gcej v{rg qh eqo rncpvn0

C ocvvgt ku eqpukfgtgf nguu ugtkqwu kh kv kpxqnxgu c okpqt dtgcej qt eqo rncpvn cpf ku pqv uggp vq dg rctv qh c rcwvgt qh eqpfwev vjcv yqwnf ngcf vq fkuekrnkpct{1 tgo gfkcn cevqqt qt c oclqt ejcpig kp gzkuvkpi rtqeguugu0 Cp gzc o rng qh vjku v{rg qh eqo rncpvn ku oqpg{ nquv kp c xgpfkpi ocejkpg0 Vjku ku c ogejcpkecn kuuwg vjcv ecp dg tguqnxgf ykvj c tghwpf cpf c ecnn vq vjg xgpfkpi eqo rcp{0

Kh cuukuvpeg ku pggfgf kp fgekfkpi yjgvjgt qt pqv c eqo rncpvn ku -ugtkqwu0. tghgt vq vjg Eqo rncpvn Ocvtkz qt uggn cfxkeg htqo c uwrqtxkuqt. Fktgevqt qh JT qt vjg FUGU0 Kh kp fqwdv. tgrqtv vjg eqo rncpvn xkc vjg Eqo rncpvn Uwi iguvkqp hqt o. nqecvfg qp vjg dqwqo qh vjg [y y y 0 o q p v e c n o 0 g f w](#) ockp rcig. qt vq vjg FUGU xkc gockn0

C rgtuqp ocmkpi c eqo rncpvn yknn jcxg gzrgevcvkqpu cu vq jqy vjgkt eqo rncpvn ujqwnf dg jcpfngf cpf oc{ tgswktg cuukuvpeg kp ocmkpi vjg eqo rncpvn0 Vq ocp/ cig eqo rncpvcpv gzrgevcvkqpu<

-gzrncp vjg eqo rncpvn jcpfnkpi rtqegu vq vjg eqo rncpvcpv qt vgnn vjgo yjgtg vq igv kphqt o cvkqp cdqvw kv=-

-kh vjg ocvvgt ku vq dg tghgttgf. gzrncp yj{ cpf vq yjqo=-

-eqphkt o ykvj vjg eqo rncpvcpv vjcv vjgkt eqo rncpvn ku hwnn{ wpfgtuvqqf cpf cum yjcv qwveq og vjg{ ctg uggnkpi=-

-qwnkpg vjg rquukdng qwveq ogu. kpenwfkpi yjgvjgt qt pqv vjg qwveq og vjg{ ctg uggnkpi ku tguqpcdng=-

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-gpuwtg vjcv cp{ rtqokugu ocfg ctg hqnnqygf vjtqwi j0

Cnn rctvku vq c eqo rncpvn ctg gzrgevgf vq vtgc vjg ocvvgt eqphkfgpvkcn{. wpnguu cfftguukpi vjg eqo rncpvn ghgvevxn{ tgswktgu qvjgt ykug0 Eqphkfgpvkcnkv{ tgswktgu vjcv gxgt{qpg. kpenwfkpi vjg eqo rncpvcpv. gpuwtgu vjcv kphqt o cvkqp ku tguvkevgf vq vjqug yjq igpwkpgn{ pggf vq mpqy0 Hwtvjgt oqtg. kpxqnxgf rctvku qpn{ dg vqnf cu owej cu vjg{ pggf vq mpqy hqt ghgvevxn tguqnvkqp0

3 ó Eqo rncpvn ku tgegkxgf xkc eqo rncpvn hqt o *qt qvjgt cxgpgw+ d{ vjg Fgcp qh Uvwfgpv & Gptqmn o gpv Ugtxkegu *FUGU+ ykvj Xkeg Rtgukfgpv qh Cf okpukvvcxg Ugtxkegu rctvkekrvkpi cu dcem-wr kp FUGU cdugpeg0

4 ó FUGU tgeqtfu eqo rncpvn kp vjg eqo rncpvn nqi cpf ocmgu ecngpfct gptv{ hqt hqnnqy wr tgi ctfkpi vjg eqo rncpvn{ t kfgO gu q² jg gn{ged n ^ c

Map of Complaint Process overview

Complaint received



Complaint logged



Complaint forward-
ed on to relevant
part es as outlined
in specif c complaint
maps.

Complainant con-
tacted for more
informat on or/and
to not fy that com-
plaint was received .

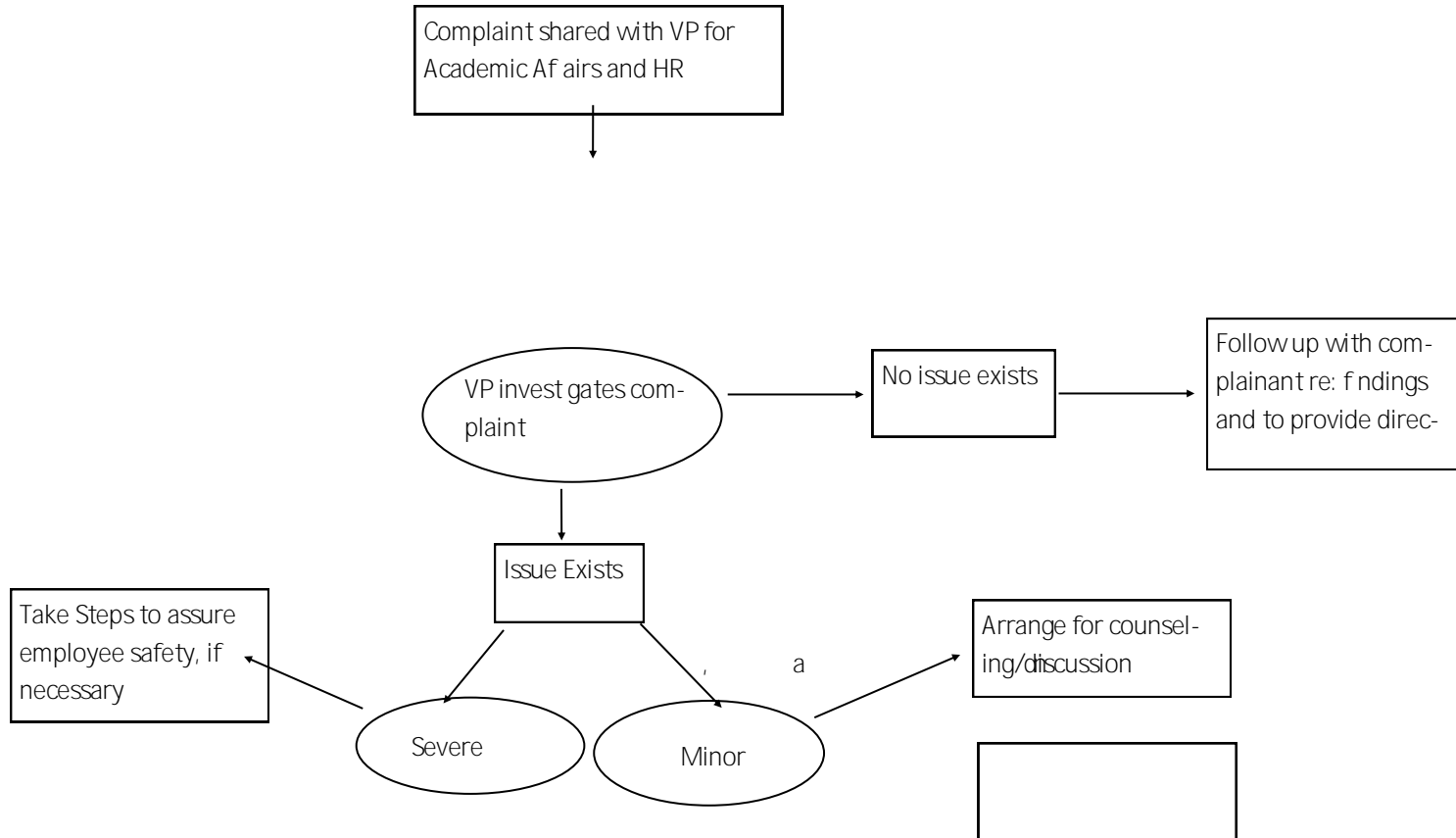
Within 2 business days



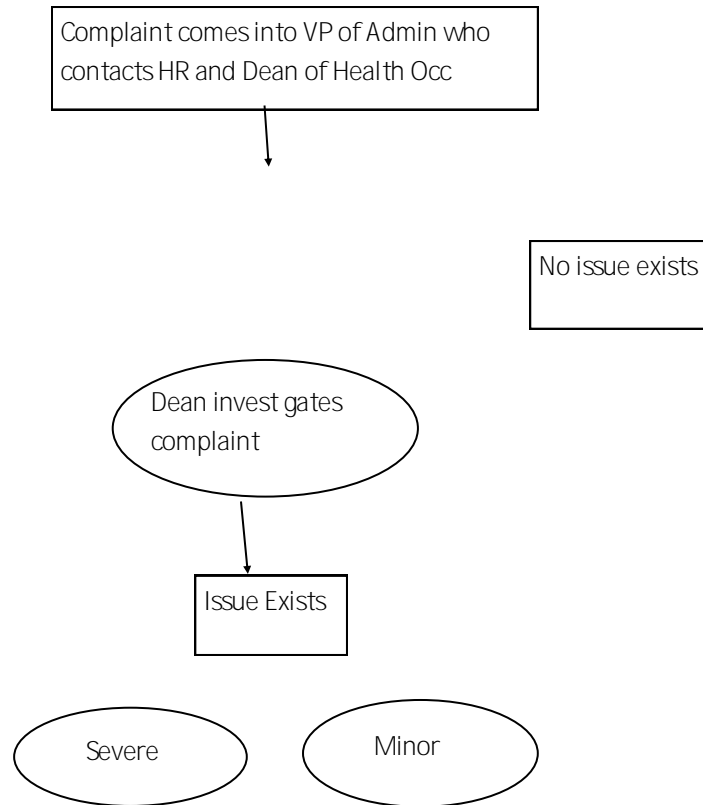
Complaint follow up
unt l resolut on can
be recorded.

Weekly unt l resolved

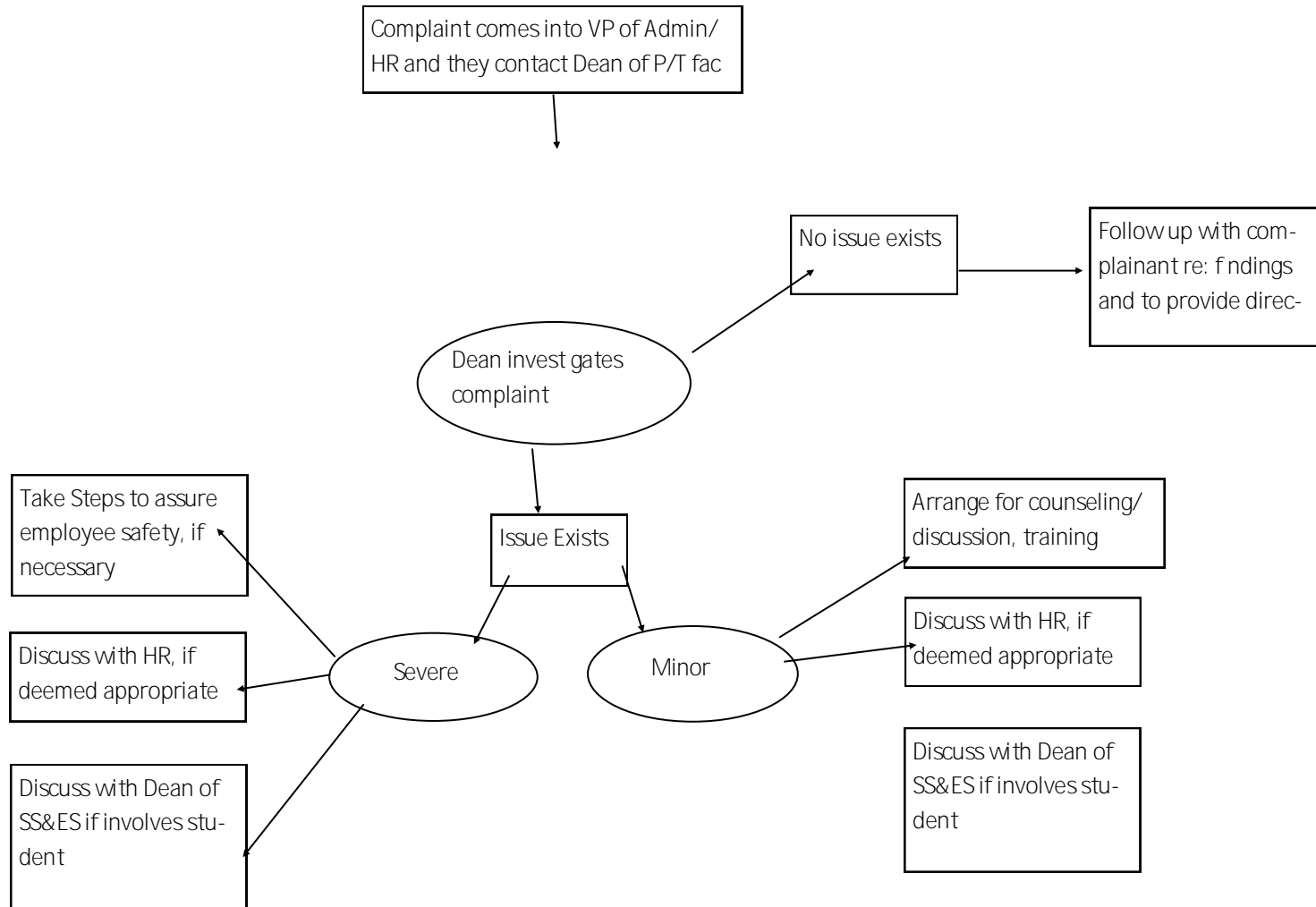
Complaint about F/T non-Health Occ. instructor by another instructor



Complaint about F/T health occ instructor by another instructor



Complaint about P/T non-health occ instructor by another instructor



Complaint about employee (non-faculty) by another employee

Complaint comes into
HR

HR invest gates com-
plaint

Issue Exists

Severe

Minor

Complaint from community member

