

Rock Valley College

Problem Resolution Procedure – for ESP and PSA Employees

RVC Administrative Procedure (3:20.080)

It is the goal of Rock Valley College that supervisors maintain an open-door policy for ESP and PSA employees to discuss and resolve any questions or complaints concerning any aspect of their employment. To alleviate problems, or resolve differences of opinion relating to employment, employees are encouraged to discuss these matters with their immediate supervisor. This communication should resolve most misunderstandings. If these attempts do not resolve the issue(s), employees are encouraged to follow the Problem Resolution Procedure. This procedure does not apply to new employees during their initial 90-day introductory period. Harassment complaints should follow the procedure outlined in the harassment and sexual harassment policy.

Complaint Definition

A complaint is a claim by an employee (excluding temporary or student workers) alleging either:

1. A violation of Board Policy; or
2. Allegation of unfair or inappropriate treatment by a supervisor that has substantially impacted the employee's working conditions or wages.

Procedure

An employee may withdraw a complaint at any step in the process. The employee may also accept the decision of administration at any step in the process. If the employee chooses, he or she may have an appropriate Association member present at any step in the process.

Step One:

Only after good faith open-door discussions with the supervisor have not resulted in a resolution to the issue, an employee may initiate the problem resolution process by describing the problem in writing and presenting the issue to the appropriate dean or director. If discussions have not occurred with the immediate supervisor, step one may be delayed until after they have occurred. Written presentation of the problem to the appropriate dean or director should occur within five working days of the issue or problem being brought to the direct supervisor. The employee will continue to perform his or her assigned duties while the issue or problem is addressed. The written presentation of the issue must:

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1. Be signed by the employee
2. Set forth the facts of the dispute
3. Set forth the resolution desired
4. Address only one issue

The appropriate dean or director or his or her designee will investigate the problem and will prepare a written response to the employee within 10 working days unless more time is needed for investigation.

Step Two:

If the response of the appropriate dean or director to the employee in Step One is not satisfactory or not issued within the time limit, the employee may present the issue or problem in writing to the Vice President of Human Resources (HR) within five working days after receipt of the response from the dean or director of the department.

The Vice President of Human Resources or his or her designee shall conference with the employee and other employees as necessary to fully review the employee's problem. A written response will be prepared for the employee within 10 working days unless more time is needed for investigation.

Step Three:

If the employee disagrees with the decision of the Vice President of Human Resources or his or her designee, the complaint may be presented in writing to the college president for final disposition. The appeal to the college president must be submitted within five working days of the Vice President of Human Resources' or designee's determination, or if no determination is received within 10 working days from the conference with HR. A response from the college president will be given to the employee within 10 working days unless the employee is notified that more time is needed for the review.

The Human Resources Department, under review of the college president, will prepare an annual report of complaints filed using this procedure. This report will be presented to the Board of Trustees in December with copies distributed to the presidents of ESP and PSA. The leadership of ESP and PSA will be provided an opportunity to comment, including voicing concerns on the way complaints are heard at the College.

Reference: Board Report #6328

Implemented: March 24, 2009

Revised: May 15, 2019