

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. yjgpgxgt rquukdng0

Eqo rncpvu o wuv dg tgrqtvvf xkc vjg Eqo rncpv 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 rncpv 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 rncpv0 Vjg o cvtkz hqnnqykpi vjku qxgtxkgy fguetkdg vjg rcvj qh gcej v{rg qh eqo rncpv0

C ocvvgt ku eqpukfgtgf nguu ugtkqwu kh kv kpxqnxgu c okpqt dtgcej qt eqo rncpv cpf ku pqv uggp vq dg rctv qh c rcwvgt qh eqpfwev vjcv yqwnf ngcf vq fkuekrnkpct{1 tgo gfkcn cevqp qt c oclqt ejcpig kp gzkuvkpi rtqeguugu0 Cp gzc o rng qh vjku v{rg qh eqo rncpv 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 rncpv ku -ugtkqwu0. tghgt vq vjg Eqo rncpv Ocvtkz qt uggn cfxkeg htqo c uwrqtxkuqt. Fktgevqt qh JT qt vjg FUGU0 Kh kp fqwdv. tgrqtv vjg eqo rncpv xkc vjg Eqo rncpvUwi 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 rncpv yknn jcxg gzrgevcvkqpu cu vq jqy vjgk eqo rncpv ujqwnf dg jcpfnkf cpf oc{ tgswtg cuukuvpeg kp ocmkpi vjg eqo rncpv0 Vq ocp/ cig eqo rncpcpv gzrgevcvkqpu<

-gzrnckp vjg eqo rncpv jcpfnkpi rtqegu vq vjg eqo rncpcpv qt vgnn vjgo yjgtg vq igv kphqt o cvkqp cdqvw kv=-

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

-eqphkt o ykvj vjg eqo rncpcpv vjcv vjgk eqo rncpv 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=-

-rtqkfg tgenkuvke vk o ghtc ogu hqt fgnkpi ykvj vjg ocvvgt=-

-gpuwtg vjcv cp{ rtqokugu ocfg ctg hqnnqygf vjtqwi j0

Cnn rctvku vq c eqo rncpv ctg gzrgevgf vq vtgc vjg ocvvgt eqphkfgpvkcn{. wpnguu cfftguukpi vjg eqo rncpv ghgvevxn{ tgswtgu qvjgt ykug0 Eqphkfgpvkcnkv{ tgswtgu vjcv gxgt{qpg. kpenwfkpi vjg eqo rncpcpv. 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 rncpv ku tgegkxgf xkc eqo rncpv hqt o *qt qvjgt cxgpgw+ d{ vjg Fgcp qh Uvwfgpv & Gptqmn o gpv Ugtxkegu *FUGU+ ykvj Xkeg Rtguvfgpv qh Cf okpukvckxg Ugtxkegu rctvkekrckpi cu dcem-wr kp FUGU cdugpeg0

4 ó FUGU tgeqtfu eqo rncpv kp vjg eqo rncpv nqi cpf ocmgu ecngpfct gptv{ hqt hqnnqy wr tgi ctfkpi vjg eqo rncvt{ 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 .

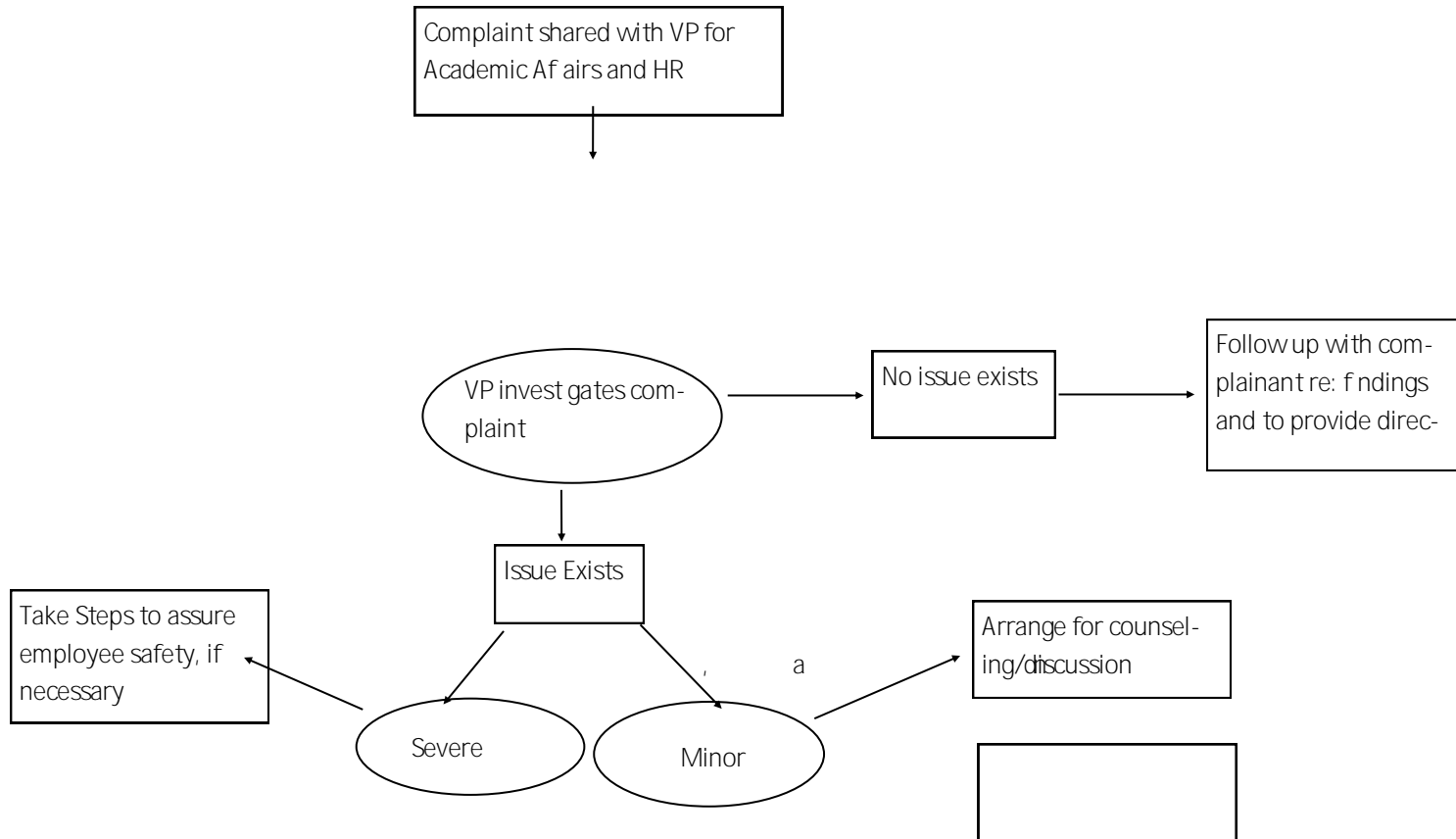
Within 2 business days



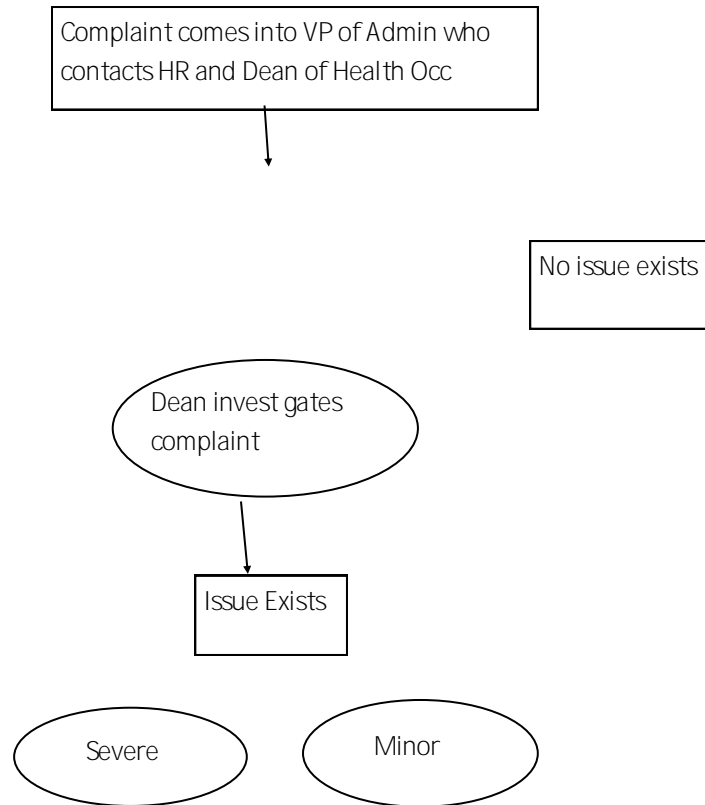
Complaint follow up
unt l resolut on can
be recorded.

Weekly unt l resolved

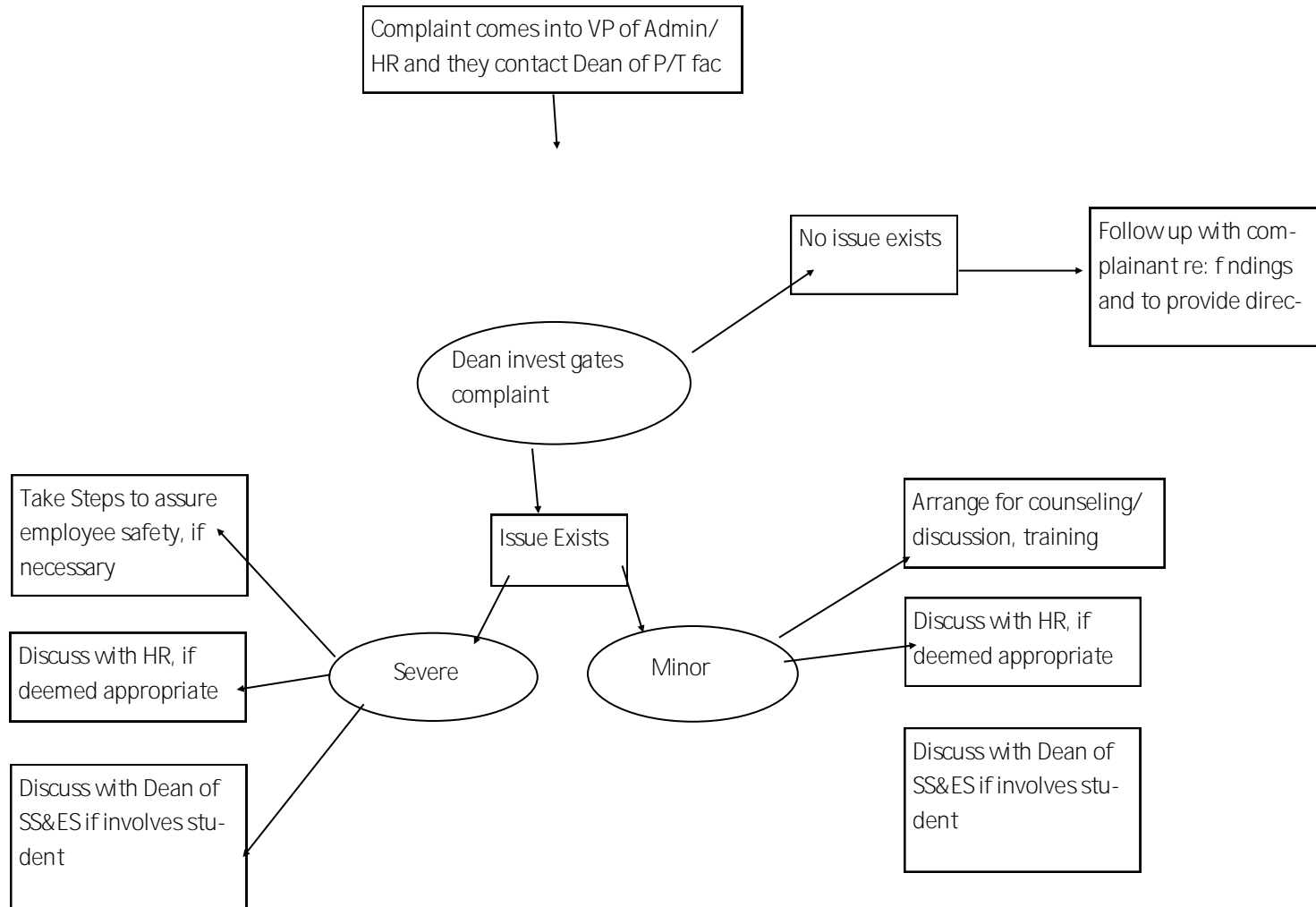
Complaint about F/T non-Health Occ. instructor by another instructor



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

