

Palm Beach State College

Board Policy

TITLE	Written Complaint Policy and Procedure	NUMBER 6Hx-18-5.491
LEGAL AUTHORITY	1001.64 FS, 1001.65 FS	PAGE 1 of 1
DATE ADOPTED/AMENDED	Adopted 2/20/1977; Amended 7/26/1979, 6/19/2001, 5/12/2009	

The following procedure is established for the submission and handling of complaints:

A non-bargaining unit employee of the College seeking consideration of a matter related directly to an aspect of the employee’s wages, hours, or working conditions may submit the issue in writing to the employee’s immediate supervisor within ten (10) working days after the occurrence of the event, or notice of the event, giving rise to the complaint. A bargaining unit employee shall utilize the grievance procedure in the bargaining unit agreement.

The immediate supervisor shall respond to the complainant within ten (10) working days either to inform the employee of the actions to be taken to correct the situation, to deny the request, or to state that the matter is outside of the supervisor’s authority to resolve. In the event the complainant believes the problem remains unsolved after having received the immediate supervisor’s response, the complainant may bring the complaint to the next level of supervision in the organizational unit within ten (10) working days of notice of the disposition. The next level supervisor shall respond to the complainant within ten (10) working days of receipt of the complaint. The procedure of referring/filing the complaint to the next level of supervision may be repeated until the complaint is referred either to the President or to the President’s designee, at which level the complainant will be provided with an answer within fifteen (15) working days.

A complaint of harassment or discrimination is an exception to this policy and must be filed in accordance with District Board of Trustees Policy 6Hx-18-5.86 “Harassment Policy Including Sexual Harassment and Complaint Procedures for all Types of Harassment and Discrimination”.