

**COLLIN COLLEGE**  
**EMPLOYEE COMPLAINT PROCEDURES – PURSUANT TO DGBA (LOCAL)**

When an employee seeks to file a formal complaint, the following procedures will be followed:

**1. Complaint Filing**

- a. Employee submits a formal complaint within 10 business days of the date he/she knew or should have known of the action(s) giving rise to the complaint.
- b. The complaint form is located online at the college's website at [http://www.collin.edu/hr/complaints/Employee\\_Complaints.html](http://www.collin.edu/hr/complaints/Employee_Complaints.html)

**2. Level One:**

- a. The Human Resources Department will assign a Resolution Review Panel (RRP) or hearing officer, who will follow procedures outlined in Board Policy [DGBA \(LOCAL\)](#) and will, within 15 business days of the filing, schedule a meeting with the employee.
- b. Human Resources will send a notice of hearing procedures to the employee prior to the meeting, which will include the date, time, and place of the meeting, and set forth the procedures that will be followed at the meeting.
- c. A Human Resources representative will be present at the meeting and shall audio record the meeting.
- d. The RRP/hearing officer shall investigate the matter, as appropriate including meeting with the employee respondent.
- e. Within 5 business days following all meetings related to the complaint, a response will be sent to the complainant and respondent, along with forms for a Level Two appeal, if applicable. If an extension is necessary, each party will be notified in writing of the extension.

**3. Level Two:**

- a. If the complainant is not satisfied with the Level One response, he or she may submit a Level Two appeal form (which will accompany the Level One response) within 5 business days to the vice president of human resources or designee.
- b. Human Resources will assign the appropriate vice president as the Level Two hearing officer, and provide the hearing officer with a copy of the complaint file. The Level Two hearing officer will review the complaint file, and conduct any further investigation, as appropriate.
- c. Within 10 business days following the receipt of the appeal, a Level Two response will be sent to the employee. The decision of the vice president is final for all complaints except complaints regarding the termination of a full-time contract employee.

**4. Level Three**

- a. Level Three appeals apply only to complaints filed by an employee complainant regarding the termination of a full-time contract.
- b. If the employee meets the criteria above and is not satisfied with the Level Two response, he or she may submit a Level Three appeal form (which will accompany the Level Two response) to the manager of HR/employee relations within 5 business days of the receipt of the executive vice president or designee's decision.

- c. The Level Three appeal is a two-part process that requires review by the District President and, if applicable, reviews by the Collin College Board of Trustees, in accordance with the procedures set forth in [DGBA \(Local\)](#).
- d. The District President will review the record of all prior levels. Generally within 30 days of receipt of the appeal, the District President will issue a written response regarding the appeal, which will be sent to the complainant.
- e. If additional investigation or information is required, the District President may request such information or meet with the individuals as necessary to clarify issues raised in the record. If additional time is required for such investigation or information gathering, the complainant will be notified in writing of the modified timeline.
- f. If the District President reverses the decision of the executive vice president, the recommendation for termination or non-renewal will be vacated and the complainant will be notified in writing of the District President's findings and related actions regarding the matter. In this case, the matter will not proceed to the Board. If the District President affirms the executive vice president's decision, the matter will be placed on the Board agenda, providing at least 15 business days advance written notice to the complainant.
- g. The complainant will be notified in writing of the date, time, and place of the Board meeting at which the complainant will present his/her concerns to the Board.
- h. After considering the complaint, the Board may give notice of its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting after the Board considers or hears the complaint. If the Board does not make a decision regarding the complaint by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the administrative decision.