

### III. Appeal Procedure

There are two complaint procedures: informal and formal. Complaints received should generally be resolved within the department itself in conjunction with the line manager and the employee, or if this is not possible, may be resolved in the following order.

The main differences between formal and informal complaints are as follows: in informal complaints, meetings between the staff member and the immediate supervisor are mandatory; while in formal complaints, such meetings are not required but may be made; secondly, informal complaints do not require the submission of questions and answers. Each employee must go through the informal procedure before filing a formal complaint.

**3.1. Informal Complaint.** The grievance must be filed within ten days of the event. The employee should discuss the grievance with the department head, director, or supervisor. If the matter is not resolved within ten days, the appropriate Vice Chancellor should be contacted. If the steps completed do not yield sufficient results, the employee has the right to appeal within 30 days through the formal process described below.

**3.2. Formal Complaint.** After completing the informal compliance procedure, the employee may formally appeal to the Department of Human Capital Management within 30 days. In his/her application, the employee must state the details of the problem, describe the necessary evidence to support the complaint, and provide the requested decision/action. In addition, the statement must be dated and signed by the employee.

1. The employee shall submit the completed complaint form directly to the supervisor, who shall respond to the employee on the complaint response form no later than ten days.
2. The original complaint form and a letter of response, which shall be answered within a period not to exceed ten days, shall be served on the employee.
3. The initial complaint form and attached response shall be submitted by the employee to the Director of Human Resources.
4. The Director of Human Resources, upon receipt of a formal complaint, reserves the right to make a preliminary assessment of the validity or otherwise of the treatment of the employee.
5. Then the Director of Human Resources or the responsible Grievance Manager:
  - communicates with the employee who filed the complaint.
  - communicates with the person complained about (if there is such a complaint);
  - communicates with other persons (witnesses) who may have information about the complaint.