

D.03.03.01 (Procedure) Employee Complaints

Responsible Department: Talent, Organization & Strategic Innovation

Based on Board Policy: [D.03.03](#) - Employee Complaints

Approved: 4-28-09

Last Amended: 2-10-15, 9-27-22, 10-17-23, 10-06-23, 9-5-25, 12-1-25, 2-6-26

Purpose and Scope

The purpose of this procedure is to provide an orderly process for the prompt and equitable resolution of employee complaints pursuant to Policy [D.03.03](#). This procedure applies to all benefited, regular-status, full-time College District employees who have completed entry probation

TOSI (Talent, Organization & Strategic Innovation) conducts this complaint resolution procedure under the direction of the VC TOP (Vice Chancellor for Talent, Organization and Policy), unless otherwise specified.

General Provisions

The College District intends that, whenever possible, complaints be resolved at the supervisory level closest to the situation. The College District encourages employees to discuss their concerns and complaints through informal conferences with their supervisor or other appropriate administrator. Even after initiating the grievance process, employees are encouraged to seek informal resolution of their concerns. An employee whose concerns are resolved may withdraw a grievance at any time.

An internal complaint or grievance process will not continue or be opened if an employee files or submits a complaint, report, or grievance to an external federal or state agency or other venue such as a court.

In this procedure "grievance" means a written expression of dissatisfaction with the terms and conditions of work. For this procedure, the terms "complaint" and "grievance" are the same and can be used interchangeably.

A grievance under this procedure must clearly identify an issue regarding one of the following and must be submitted within 30 calendar days of the date the employee first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance.

A grievance under this procedure must clearly identify an issue regarding:

1. An employee's compensation for number of hours worked and overtime hours or pay, and pay deductions;
2. Conditions of work;
3. Specific adverse personnel actions based on the employee's good faith report to an appropriate law enforcement authority of a violation of a law by the College District or a College District employee. These are often called "whistleblower complaints" (see [D.03.02](#) and [D.03.02.02](#)).

The complaint may not involve a challenge to an existing policy.

This procedure does not apply when there is no law providing the right to grieve, or to situations for which the College District has established a separate internal appeal process. These situations

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include but are not limited to:

1. Termination of employment. The procedures to appeal termination of employment are D.10.2.1 for non-contract employees, D.10.2.2 and D.10.2.3 for faculty and administrators, D.10.2.5 for tenured faculty, and D.9.3.1 for Temporary, Part-time and Adjunct Employees.
2. Violations of Title IX/VII/ADA/504 (see [H.01.01](#)). Specific unlawful discrimination in employment decisions based on the employee's race, color, sex, pregnancy, religion, creed, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, sexual orientation, gender, transgender status, gender identity, gender expression, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status, any other protected category under applicable local, state or federal law, or persons who have opposed discrimination or participated in any complaint process on campus or before a government agency
3. Salary placement or pay grade classification or reclassification as the result of a compensation study (appeals procedures for compensation study implementations may vary and will be announced in conjunction with the applicable implementation).
4. Harassment, including sexual harassment (see [H.01.02](#)).
5. Retaliation not covered by whistleblower laws (see [D.03.02](#) and [D.03.02.01](#)).
6. Performance evaluations (see [D.07.01](#) and [D.07.01.01](#)).

Personal problems, personality conflicts, or similar matters between employees will be addressed by appropriate administrative personnel rather than through the grievance procedure.

Complaints arising out of any event or a series of related events shall be addressed in one complaint. Employees shall not bring separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint unless deemed appropriate by TOSI.

When two or more complaints are sufficiently similar in nature and remedy sought to permit their resolution through one proceeding, the College District may consolidate the complaints.

The process described in this procedure does not create new or additional rights beyond those granted by law or policy, nor does the process require a full evidentiary hearing or "mini-trial" at any level.

Freedom from Retaliation

The College District shall not tolerate any form of retaliation against a person for bringing a concern or complaint ("grievant") or for cooperating with or participating in the grievance process ("participant"). The College District reserves the right to decline to indemnify or defend any employee who retaliates against another person in violation of this procedure. In the event an employee perceives retaliatory behavior, the employee, whether the grievant, participant, or

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observer, shall notify TOSI immediately.

However, nothing in this procedure limits or delays the College District's right to take appropriate disciplinary actions, up to and including termination, when an employee's behavior warrants the action. Such action will not be stayed or put aside as a result of the employee filing a complaint.

Retaliatory behavior against a grievant or a participant (for example, a witness who is interviewed) may include, but is not limited to, the following actions based on the filing of a complaint or participating in or cooperating with the grievance process: creating a hostile work environment; making false, malicious or damaging comments about the grievant or participant; taking adverse personnel action against the grievant or participant; or threatening or intimidating the grievant or participant.

Representatives

The employee may designate a representative through written notice to the College District at any level of this process by submitting a completed Designation of Representative Form to TOSI.

"Representative" means any person who or an organization that does not claim the right to strike and is designated by the employee to represent him/her in the grievance process.

If the employee designates legal representation with fewer than three days' notice to the College District before a scheduled conference or hearing, the College District may reschedule the conference or hearing to a later date in order to include the College District's counsel without as the designated representative, shall be allowed to participate in the proceedings only if that employee is on approved vacation or personal leave, on approved leave without pay, or if the proceedings take place forfeit of the conference or hearing because of timeliness. A College District employee, if named outside of the employee's duty hours.

Whistleblower Complaints

Employees shall file "whistleblower complaints" (for adverse personnel actions based on the employee's good faith report to an appropriate law enforcement authority of a violation of a law by the College District or a College District employee) within the time specified by law. Such complaints shall first be filed in accordance with *Level Three*. Time lines for the employee and the College District set out in this procedure may be shortened to allow a final decision within 60 days of when the employee files the complaint (see [D.03.02.02](#)).

Forms and Responses

All forms required for the grievance process are available on the public College District Policy and Procedure website, in the TOSI office and are posted on the TOSI SharePoint Site for employees: [Employee Grievance Request Form](#). The grievant shall submit the appropriate form at each level of the grievance process and shall attach copies of any documents that support the complaint or appeal at the time of filing. If the employee does not have copies of these documents at the time of filing, they should be described in the complaint and presented to the hearing officer at least 3 business

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days before the hearing for distribution to all parties to the hearing as "new evidence" up to and including Level Two (see *New Evidence*).

"Response" means a written communication to the employee from the appropriate supervisory level. Hearing officers shall email all responses to TOSI for review. TOSI shall send all responses and notices to the employee's ACD email address of record. As long as the grievance is pending, the employee who files a complaint agrees to, and shall accept, email concerning the grievance.

As a condition of filing a grievance, a separated employee shall provide a personal email address of record for complaints to be processed under this procedure.

Timelines

"Days" means College District business days unless specified otherwise. In calculating timelines under this procedure, the day a document is filed is "day zero," and all deadlines are determined by counting the following day as "day one."

The timelines set forth at each level are maximums and, whenever possible, the decision maker should render a decision or resolution within a shorter period of time. Both the College District and the employee including the employee's representative shall strictly follow all time limits unless these are modified upon mutual written consent of the employee and TOSI before the original time limit has expired. Time limits may be extended for circumstances such as unavailability of key personnel due to leave, absence or emergency closures, holidays, or semester breaks. When a mutual agreement cannot be reached, the VC TOP or designee may extend the time limits. In the event that verbal notice of such extension is the only practicable way to notify the employee of the extension, TOSI shall send a written confirmation of the verbal notice to the employee as soon after giving verbal notice as practicable.

If a complaint form or appeal request is not timely filed, the complaint may be dismissed, on email notice from TOSI to the employee's email address of record, at any point during the complaint process. Within 10 days after receiving notice of the dismissal, the employee may appeal the dismissal by submitting a completed Timeliness Appeal Form to TOSI, starting at the level at which the complaint was dismissed. The employee shall limit the grounds for appeal to the issue of timeliness.

The College District shall make every practicable attempt to process grievances timely. Should it fail to do so, however, its untimeliness shall not constitute a violation of the employee's rights unless the action in question occurs more than 10 days after the time when, under this procedure and Policy [D.03.03](#), it should have occurred. By filing a grievance, a grievant accepts that the College District's failure to process the grievance timely cannot be used against the College District to resolve any ultimate matter of fact.

At Levels One and Two, of the complaint process, if a decision or resolution has not been rendered within the allotted timeline, an employee may appeal to the next level of the complaint process.

A complaint shall be considered withdrawn if the grievant fails to pursue the complaint within the timelines specified in this procedure or agreed to by all parties.

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The employee shall timely submit all complaints and appeals under this procedure in writing by email to dst-eerelations@alamo.edu using the approved Grievance Request and Appeal forms on or before the deadline.

New Evidence

Either party may add new evidence at Level Two, provided the following conditions are met: (1) the party introducing the new evidence identifies it as "New Evidence," and (2) the party introducing the evidence introduces it no later than three business days prior to the conference with the appropriate hearing officer.

Costs Incurred

Each party shall pay its own costs incurred in the course of processing the complaint. The same rules shall apply as under the Texas Public Information Act for information requested from the College District by the employee or the employee's designated representative. Those rules can be found at 1 Texas Administrative Code Part 5 C.

Withdrawal of Grievance

The employee may withdraw the grievance at any point in the process by: (1) not filing a timely appeal to TOSI for the next level hearing, or (2) providing written notification to TOSI saying he/she wishes to withdraw the grievance. TOSI shall confirm closure of the complaint by email to the email address of record.

Initiating the Process

An employee wishing to initiate the grievance process by submitting a Grievance Request Form to TOSI within 30 calendar days of the date the employee first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance.

The grievant shall be released from regular duties to attend scheduled conferences and shall suffer no loss of pay or other benefits. However, in no instance shall regular classroom instruction be interrupted.

TOSI shall review the form. TOSI may reject or return a form on the grounds that it does not identify a valid dispute for which this procedure applies or because no requested remedy has been identified. If TOSI determines that the form identifies a valid dispute for which this procedure applies and a requested remedy has been identified, within five days after receiving the form TOSI shall designate the hearing officer ("hearing officer" means the supervisor or administrator review the complaint at each level, meet with the grievant and provide a response to the grievant.

Within three days of receiving the form, TOSI shall send a copy of the form to the appropriate President or Vice Chancellor or the Chancellor.

The TOSI designee shall provide guidance to the employee on how to proceed through the hearing levels 1, 2 and 3.

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Level One

Within five days after receiving the form, TOSI shall designate the Level One and Level Two hearing officers, notify the hearing officers, send the form to the Level One hearing officer, and follow the process beginning with "*Level One*" in this procedure.

The Level One hearing officer shall be the managerial representative that issued the action being grieved.

The Level One hearing officer shall review the employee's complaint and hold a conference with the employee within five days of receiving the Level One Appeal form and shall provide a written response to TOSI within 10 days after receiving the form. TOSI shall send the response to the employee within five days after receiving the response.

Level Two

If the Level One response does not resolve the grievance, the employee may request a conference with the Level Two hearing officer to appeal the Level One decision within 10 days after receiving the Level One response. TOSI shall send the form to the Level Two hearing officer within five days after receiving the form. The supervisor of the managerial representative that issued the grieved action will serve as the Level Two hearing officer. The employee shall identify any new evidence to be considered at this level as "New Evidence" and shall submit the evidence to the Level Two hearing officer no less than three days prior to the conference.

The Level Two hearing officer shall hold a conference with the employee within five days after receiving the form and shall provide a written response to TOSI within five days after the conference. TOSI shall send the response to the employee within five days after receiving the response.

Level Three

If the Level Two response does not resolve the grievance, the employee may request a conference with the President or Vice Chancellor or designee by submitting a completed Level Three Appeal form to TOSI within 10 days after receiving the Level Two response. TOSI shall send the completed form to the President or Vice Chancellor within five days after receiving the form. New evidence may not be submitted at level 3.

The President or Vice Chancellor shall review the complaint and hold a conference with the grievant within 10 days after receiving the Level Three Appeal form. The President or Vice Chancellor shall have 10 days following the conference to provide a written response to TOSI. TOSI shall send the response to the employee within five days after receiving the response.

The President or Vice Chancellor shall be the final authority in matters grieved.

If for any reason the President or Vice Chancellor fails to reach a decision regarding the complaint by the end of the next regular meeting, the lack of a response upholds the Level Three administrative decision.

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If the employee is a direct report to the Chancellor, the Chancellor will hear the appeal and provide a decision.

Records

All forms, documents, correspondence and recommendations, and all video, audio, and written records of proceedings pertaining to the complaint and appeals, if any, shall remain the property of the College District and shall be maintained in the TOSI file for the applicable retention period.

Notice to Employees

Employees are informed of this procedure Policy [D.03.03](#) by its posting on the Alamo Colleges District Website Board Policies and Procedures page.

Legal Reference - TACC Policy Reference Manual

DGBA(LEGAL) - Personnel-Management Relations: Employee Grievances