



AP 7368 Staff Complaints

TVCC will attempt to resolve promptly all complaints. A "complaint" is defined as formal expression of concern or dissatisfaction by an employee regarding work-related issues. This may include, but is not limited to, matters involving workplace conditions, treatment by supervisors or coworkers, violations of policy or procedure, unethical conduct, or other concerns that affect the employee's ability to perform their job or that impact the work environment. Complaints of harassment, intimidation or Title IX related issues should follow the procedures set forth in Chapter 3 of these policies.

Employees shall proceed as follows:

Step One – Within ten (10) business days, the employee shall submit the written complaint to the immediate supervisor of the person being complained about in writing. The supervisor is to investigate the complaint, attempt to resolve it, and give a decision to the employee. The supervisor shall prepare a written and dated summary of the complaint and proposed resolution within fourteen (14) days of receipt of the complaint. If the complaint involves the supervisor or the supervisor is also a Vice President, then it is permissible to proceed directly to Step Two. If the employee's supervisor is the President, then the complaint shall be submitted directly to the President.

Step Two –

a. If dissatisfied with the supervisor's decision, the employee shall, in writing and within fourteen (14) business days, appeal to the appropriate administrator of the person being complained about as defined by the College's current organizational chart. The administrator shall obtain a copy of the supervisor's decision. The administrator will, within fourteen (14) days, confer with the appropriate parties, investigate the issues, and communicate a decision in writing to all the parties involved. If a necessary party is off campus and not scheduled for work, the administrator shall complete the matter within fourteen (14) days of said person's return.

b. If the complaint involves the administrator, the employee shall make the complaint to as follows:

- i. If the complaint involves the Vice President of Academic Affairs, the complaint shall be made to the Vice President of Student Services.
- ii. If the complaint involves the Vice President of Student Services, the complaint shall be made to the Vice President of Administrative Services.



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- iii. If the complaint involves the Vice President of Administrative Services, the complaint shall be made to the Vice President of Academic Affairs.

Either the College or the employee may request the human resource specialist be present at any stage of the proceeding.

Information concerning an employee complaint is to be held in strict confidence. Supervisors, administrators, and other members of management who investigate a complaint are to discuss it only with those individuals who have a need to know about it or who are needed to supply necessary background information.

Employees are not to be penalized for proper use of the complaint procedure. However, it is not considered proper if the employee abuses the procedure by raising complaints in bad faith or solely for the purposes of delay or harassment, or by repeatedly raising complaints that a reasonable person would judge to have no merit.

Employees are encouraged to resolve minor issues informally by speaking directly with the other party or with their supervisor. Human Resources and/or supervisors may act as mediators to help resolve disputes at the lowest possible level.

Outcomes may include mediation, training, disciplinary action, or no action if the complaint is unsubstantiated.

Approved: April 21, 2026