

## *Texas A&M University-San Antonio*

### **32.01.02.01 Complaint and Appeal Process for Non-Faculty Employees**

Approved: January 27, 2011

Revised: March, 2014

Next Scheduled Review: March, 2016

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#### **Rule Statement**

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This rule establishes the process that Texas A&M University-San Antonio (A&M-San Antonio) will follow regarding System Regulation 32.01.02, *Complaint and Appeal Process for Non-faculty Employees*. Complaints alleging discrimination, sexual harassment, and/or related retaliation are covered under System Regulation 08.01.01, *Civil Rights Compliance*.

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#### **Reason**

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The purpose of this rule is to establish a process for resolving non-faculty employee complaints.

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#### **Process**

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- 1.1 Most problems can be resolved through informal discussions between the employee and the co-worker, immediate supervisor, department head, and/or Human Resources (HR) staff.
  - 1.2 An employee files a complaint by completing the complaint form attached to this rule and delivering the form to the Director of Human Resources (HR officer). The complaint form may include additional pages if more space is needed.
  - 1.3 The timelines established in System Regulation 32.01.02, *Complaint and Appeal Process for Non-faculty Employees*, will be followed for the filing and resolution of a complaint.

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#### **Related Policies**

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[System Regulation 32.01.02 \*Complaint and Appeal Process for Non-faculty Employees\*](#)

**Contact Office**

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Office of Strategic Initiatives and Military Affairs, Human Resources (210) 784-2059

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**Complaint and Appeal Form:**

State the details of your complaint, including the dates on which acts pertaining to your complaint occurred and the names of any witnesses. Please also state how you wish this complaint to be resolved. Attach additional pages if more space is needed.

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I certify that the information provided in this complaint is accurate and complete to the best of my knowledge.

\_\_\_\_\_  
Name of person filing complaint (please print)

\_\_\_\_\_  
Telephone number

\_\_\_\_\_  
Signature of person filing complaint

\_\_\_\_\_  
Date

**To file a complaint, please deliver this form to the Director of Human Resources.**

\_\_\_\_\_  
Director (please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date received

\_\_\_\_\_  
Other Official Designee (please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date received

For more information, please refer to System Regulation 08.01.01, *Civil Rights Compliance*, System Regulation 32.01.01, *Complaint and Appeal Procedure for Faculty*, and System Regulation 32.01.02, *Complaint and Appeal Process for Non-faculty Employees* and related A&M-San Antonio Rules.