

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

Prior to filing a formal complaint, a complainant should seek to resolve the matter informally by meeting with the person or persons involved to address the concerns, as required by policy DGBA(LOCAL). A copy of the complaint policy, which includes definitions and timelines is available online at this link: [DGBA \(LOCAL\)](#) .

If informal resolution to address the concerns is not feasible, a complainant is encouraged to meet with the human resources consultant (HRC) assigned to their campus and the appropriate supervisors as determined by the human resources consultant. The informal complaint procedures are available online at <https://www.collin.edu/hr/complaints/>.

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

Complaint Filing - Step 1

Employee submits a formal complaint within 30 days¹ of the date: (1) the complainant was notified of the decision; (2) the complainant knew of the action that caused the complaint or concern; or (3) the complainant reasonably should have known of the action that caused the complaint or concern, whichever date is the earliest.

The complaint form is located online at the college’s website at http://www.collin.edu/hr/complaints/Employee_Complaints.html. Additional pages or other documents can be submitted with the online form.

Step 2

Upon an initial review of the complaint, the manager, employee relations (“ER-Manager”) will determine whether the allegations, if proven, could constitute prohibited conduct as defined by policy or applicable law.

If the allegations do not rise to the level of prohibited or unlawful conduct, the complaint will be dismissed.

If the allegations may rise to the level of prohibited or unlawful conduct, the complaint will be referred to the next step of the complaint process.

If a complaint is not submitted on time, the complaint may be dismissed, and the complainant will be notified in writing. An employee may appeal the determination of timeliness. The appeal will be limited to the question of timeliness and not the underlying merits of the complaint.

Formal Process Step 3:

The ER-Manager will provide a copy of the complaint to the appropriate campus provost or senior administrator, who will follow all of the corresponding steps outlined in Board Policy

¹ Days means college district business days.
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[DGBA \(LOCAL\)](#) and will schedule a meeting with the complainant. The campus provost or senior administrator will notify the ER-Manager of the date the meeting with the complainant is scheduled.

The campus provost or senior administrator will issue a written summary determination within 10 days of completing all meetings related to the complaint. If an extension is necessary, the campus provost or senior administrator will request such an extension from the ER-Manager. The complainant will be notified of the extension in writing by the ER-Manager only.

Formal Process Step 4:

If the complainant or respondent disagrees with the Step 3 response, they may submit a Step 4 appeal form (which will accompany the Step 3 response) within 10 days of the receipt of the Step 3 response to the ER-Manager.

The ER-Manager will appoint an Appeal Review Panel (ARP), and provide the ARP with a copy of the complaint file.

The ARP will review the complaint file, and may conduct any further investigation, only as allowed under policy [DGBA \(LOCAL\)](#).

The ARP will issue a written summary determination within 10 days of completing all meetings related to the complaint.

If an extension is necessary, the ARP will request such an extension from the ER-Manager. The ER-Manager only will notify the appealing party in writing of the extension.

Formal Process Step 5:

If the complainant or respondent is not satisfied with the determination of the ARP, they may submit a Step 5 appeal form (which will accompany the Step 4 response) within 10 days of the receipt of the Step 4 response to the ER-Manager.

The ER-Manager will provide a copy of the complaint file to the executive vice president or designee. The executive vice president or designee will review the complaint file, and conduct any further investigation, as allowed under policy [DGBA \(LOCAL\)](#).

The executive vice president or designee will issue a written decision within 10 days of completing all meetings related to the complaint. If an extension is necessary, the executive vice president or designee will request an extension from the ER-Manager. The ER-Manager will notify the appealing party in writing of the extension.

The decision of the executive vice president or designee is final for all complaints, except complaints regarding the mid-contract termination of a full-time contract employee.

Formal Process Step 6 - Appeals to the District President and Board for a Procedural Irregularity

Step 6 appeals apply only to complaints regarding the recommendation for mid-contract termination of a full-time faculty member or of a contract employee.

If the employee meets the criteria above and is not satisfied with the Step 5 response, they may submit a Step 6 appeal form (which will accompany the Step 5 response) to the manager, employee relations within 10 days of the receipt of the executive vice president or designee's decision.

The Step 6 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 policies set forth in [DGBA \(LOCAL\)](#).

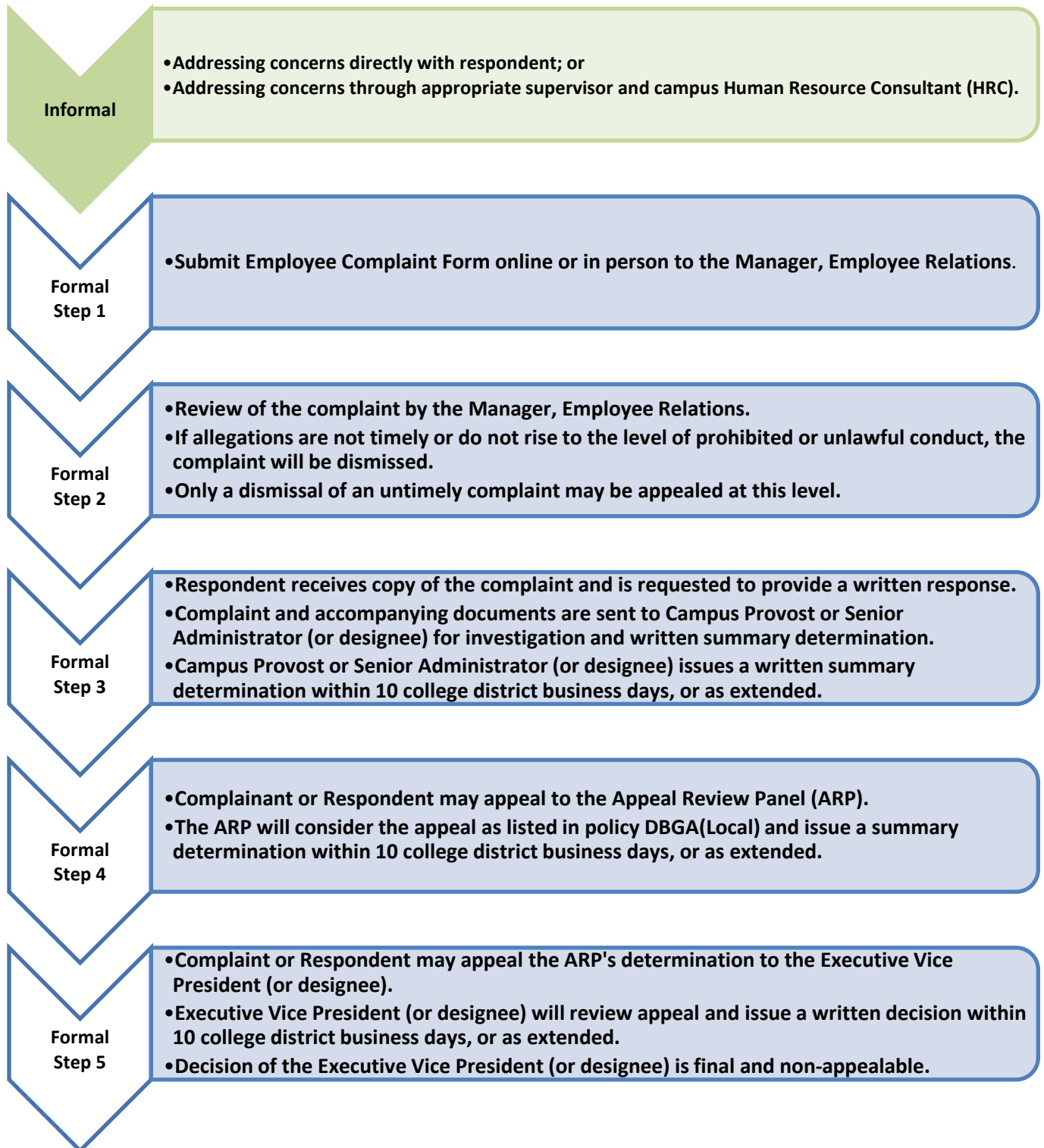
The District President will review the record of all prior levels. If additional investigation or information is required, the District President may request such information or meet with the individuals as necessary to clarify issues raised in the record. If additional time is required for such investigation or information gathering, the complainant will be notified in writing of the modified timeline.

If the District President reverses the decision of the executive vice president, the recommendation for termination will be vacated and the College District/respondent 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 10 days advance written notice to the complainant.

The complainant will be notified in writing of the date, time, and place of the Board meeting at which the complainant will present their concerns to the Board. 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 take any action by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the last prior administrative decision.

The College District will protect the individuals' privacy in a complaint filed under this policy to the extent that it is practical and allowed by law and College District policy. However, there may be times when disclosure of information is required in order to process or investigate a complaint. In all cases, efforts will be made to protect the privacy of individuals.

General Overview Steps in Complaint Process under Policy DGBA(LOCAL)



* For appeals of mid-contract termination recommendations, see additional steps listed in policy DGBA(Local).