

Informal Resolution Process Flowchart – Employee Complaints

This document provides an overview of the Employee Complaint Informal Resolution Process. Specific procedures for the complete Employee Complaint process are available at [Collin College Employee Complaint Procedures](#).

Receipt of Complaint

- In most situations, employees should first make every effort to attempt to resolve matters informally by meeting with the person or persons involved.
- The informal employee complaint process is initiated by an employee (complainant) who submits their concerns to the supervisor, a human resources consultant or by the online complaint system.
- If the complainant submits a complaint through the online complaint system, the employee relations manager will determine if an attempt to resolve the matter informally occurred.
- If an attempt to resolve informally did not occur, the complaint will be provided to the appropriate supervisor to resolve informally.

Meetings with Involved Parties

- The appropriate supervisor will offer to meet with the complainant to discuss their concerns.
- The appropriate supervisor will contact the respondent and provide them a summary of the concerns listed in the complaint along with any additional information obtained from the complainant.
- The appropriate supervisor may speak with witnesses and any other individuals who may have relevant information regarding the complaint.

Informal Resolution

- The appropriate supervisor will provide a written notification to the complainant and respondent and grant any relief deemed appropriate.
- Conduct follow-up meeting with complainant and respondent to ensure concerns have been addressed and a path to move forward has been identified.
- Provide written notification to the employee relations manager once the informal complaint has been resolved.
- If complainant is not satisfied with the appropriate supervisor's resolution, they may move forward to the formal complaint process.