

Texas A&M Veterinary Medical Diagnostic Laboratory Procedures

32.01.02.V0.01 | Complaint and Appeal for Nonfaculty Employees

Approved: February 12, 2010

Revised: December 5, 2014

April 29, 2016

Next Scheduled Review: April 29, 2021



PROCEDURE STATEMENT

All employees of the Texas A&M Veterinary Medical Diagnostic Laboratory (TVMDL) are encouraged to resolve problems in an open manner through normal administrative channels without the fear of reprisal for seeking such resolution.

In this regard, each employee will have free access through proper channels to the offices of immediate and higher supervisors and/or his/her human resources representatives to discuss problems and complaints with which he/she is concerned. Most problems or complaints can and should be resolved through discussions between an employee and the immediate supervisor or within the employee's section.

This procedure applies to all employees.

REASON FOR PROCEDURE

This procedure implements the requirements of System Regulation 32.01.02, *Complaint and Appeal Process for Nonfaculty Employees*.

PROCEDURES AND RESPONSIBILITIES

- A. An employee "files" a complaint by completing an AG-424, *Formal Complaint*, form and delivering it to the Texas A&M AgriLife (AgriLife) Chief Human Resources Officer in accordance with the time lines contained in System Regulation 32.01.02.
- B. The complaint form must be mailed (campus mail or U.S. mail) or delivered (including fax, email, and personal delivery) to the AgriLife Human Resources Office, 2147 TAMU, College Station, TX 77843-2147, or fax 979-458-1046.
- C. Upon receipt of a complaint, AgriLife Human Resources is responsible for coordinating all administrative activities required to conduct the investigation and complaint procedures as described in System Regulation 32.01.02. These include, but are not limited to, assigning investigators, informing parties necessary to the investigation, contacting supervisors regarding their subordinate's time away from work to participate in the investigative process, making reports to agency officials, and other responsibilities necessary to properly conduct the investigation.
- D. A Designated Administrator appointed by the Director will review the complaint, and provide a written decision to the Chief Human Resources Officer in accordance with System Regulation 32.01.02. This is the final decision on the complaint.
- E. The Chief Human Resources Officer will provide copies of the decision to the complainant, respondent, complainant's and respondent's supervisors, and unit head in accordance with System Regulation 32.01.02.

RELATED STATUTES, POLICIES, OR REQUIREMENTS

[System Policy 32.01](#), *Employee Complaint and Appeal Procedures*

[System Regulation 32.01.02](#), *Complaint and Appeal Process for Nonfaculty Employees*

CONTACT OFFICE

For questions, contact AgriLife Human Resources at 979-845-2423.