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.

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 delivers it to the TVMDL Human Resources Representative in accordance with the timelines contained in System Regulation 32.01.02.

B. The complaint form must be mailed (campus mail or U.S. mail) or delivered (including fax and personal delivery) to the TVMDL Human Resources Representative, 4471 TAMU, College Station, TX 77843-4471, or fax 979-845-1794.

C. After receiving the formal complaint, the TVMDL Human Resources Representative will provide copies to the supervisor, section head, branch chief, and the administrator whom the Director has designated to review complaints.

D. The designated administrator will review the complaint, and provide a written decision to the TVMDL Human Resources Representative in accordance with System Regulation 32.01.02. This is the final decision on the complaint.

E. The TVMDL Human Resources Representative will provide copies of the decision to the complainant, supervisor, section head, and branch chief 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
For questions, contact Texas A&M AgriLife Human Resources at 979-845-2423.