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PROCEDURE SUMMARY

This procedure outlines the process for a complaint or appeal by or against a nonfaculty employee. It applies to all Texas A&M Veterinary Medical Diagnostic Laboratory Procedures (TVMDL) employees.

The term “complaint” includes any appeal of adverse employment action, discipline, or dismissal. This procedure implements the requirements of Texas A&M System (System) Regulation 32.01.02, *Complaint and Appeal Process for Nonfaculty Employees*.

Complaints involving discrimination are processed under System Regulation 08.01.01, *Civil Rights Compliance*, and TVMDL procedure 08.01.01.V1, *Civil Rights Compliance*.

Nothing in the procedure will be construed as modifying the “at-will” status of any TVMDL employee as provided in System Policy 32.02, *Discipline and Dismissal of Employees*.

PROCEDURES AND RESPONSIBILITIES

1.0 GENERAL

- 1.1 TVMDL employees are encouraged to resolve problems in an open manner through normal administrative channels without fear of reprisal for seeking such resolution. Most problems or complaints can and should be resolved through discussions between an employee and the immediate supervisor, higher supervisor, or unit head. An employee may also informally discuss a complaint with the human resources office which will work with all parties to seek a satisfactory resolution.
- 1.2 Although an employee is encouraged to first seek to resolve a complaint informally, the employee may file a complaint prior to seeking informal resolution.
- 1.3 Any retaliatory action taken against a person for filing a complaint or participating in the complaint and appeal process is prohibited. Such retaliatory action will be regarded as a separate and distinct cause for complaint. The filing of a complaint, however, will not restrict TVMDL from taking appropriate employment action.

2.0 FILING COMPLAINTS

- 2.1 Each TVMDL employee has the right under the statutes of Texas to present complaints concerning wages, hours of work, or conditions of work. A complaint may be presented individually or through a representative, provided the representative does not claim the right to strike.
- 2.2 Complaints alleging discrimination, harassment, and/or related retaliation based on a protected class (discrimination) are reviewed and processed through System Regulation 08.01.01, *Civil Rights Compliance* and TVMDL Rule 08.01.01.V1, *Civil Rights Compliance*.
- 2.3 An employee “files” a complaint by completing [AgriLife Form AG-424, Formal Complaint and Appeal](#), and delivering it to the Texas A&M AgriLife (AgriLife) Chief Human Resources Officer within seven (7) business days of the action causing the complaint. A complaint filed later than seven (7) business days of the action that caused the complaint is deemed untimely filed and will be dismissed.

- 2.4 AgriLife Form AG-424 may be emailed (AgriLifeHR@ag.tamu.edu), faxed (979-458-1046), personally delivered, or mailed through campus mail or U.S. mail to:

AgriLife Human Resources Office
Chief Human Resources Officer
2147 TAMU
College Station, TX 77843-2147

- 2.5 Upon receipt of a complaint, AgriLife Human Resources coordinates the resolution of the complaint in accordance with the procedures and timeframes in System Regulation 32.01.02. These include, but are not limited to, forwarding the complaint to the respondent(s), the complainant's and respondent's supervisor(s) and unit head(s), 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.
- 2.6 A Designated Administrator appointed by the Director or designee 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.
- 2.7 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*

[System Policy 32.02](#), *Discipline and Dismissal of Employees*

[System Regulation 08.01.01](#), *Civil Rights Compliance*

[TVMDL Rule 08.01.01.V1](#), *Civil Rights Compliance*

CONTACT OFFICE

Questions regarding this procedure should be referred to AgriLife Human Resources at 979-845-2423.

REVISION HISTORY

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