

Texas A&M AgriLife Extension Service Procedures

32.01.02.X0.01 | Complaint and Appeal for Nonfaculty Employees

Revised: October 29, 2024

Next Scheduled Review: October 29, 2029

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PROCEDURE SUMMARY

This procedure applies to complaints and appeals by or against any nonfaculty employees of Texas A&M AgriLife Extension (AgriLife Extension). This includes employees with faculty titles who are in non-tenure track positions and those who do not have a faculty appointment or primary role that is faculty.

The term "complaint" in this procedure includes any appeal of an 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 AgriLife Extension Rule 08.01.01.X1, *Civil Rights Compliance*.

PROCEDURES AND RESPONSIBILITIES

1.0 EMPLOYMENT AT WILL

Nothing in this procedure is construed as modifying the "at-will" status of any AgriLife Research nonfaculty employee as provided in System Policy 32.02, *Discipline and Dismissal of Employees*.

2.0 GENERAL

2.1 AgriLife Extension 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.

2.2 Although an employee is encouraged to resolve a complaint informally first, the employee may file a complaint without first seeking an informal resolution.

2.3 Any retaliatory action taken against a person for filing a complaint or participating in the complaint and appeal process is prohibited. Such retaliatory action is regarded as a separate and distinct cause for complaint. The filing of a complaint, however, does not constrain AgriLife Extension from taking appropriate employment action.

3.0 FILING COMPLAINTS AND COMPLAINT RESOLUTION

3.1 Each AgriLife Extension employee has the right under state law 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.

3.2 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 AgriLife Extension Rule 08.01.01.X1, *Civil Rights Compliance*.

3.3 Complaints not covered by Section 3.2 must be submitted as follows: 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 that caused the complaint. A written complaint may also be submitted to AgriLife Human Resources as outlined below in section 3.4. A complaint delivered to the AgriLife Human Resources Office later than seven (7) business days of the action that caused the complaint may be deemed untimely filed and may be dismissed.

3.4 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

The human resources office is available to answer questions regarding the complaint form and to provide assistance as needed.

3.5 AgriLife Human Resources coordinates the resolution of the complaint in accordance with the processes and timeframes in System Regulation 32.01.02. These processes 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.

3.6 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.

3.7 The Chief Human Resources Officer will provide the Designated Administrator's written decision to the complainant, respondent(s), and complainant’s and respondent(s)’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*

[AgriLife Extension Rule 08.01.01.X1](#), *Civil Rights Compliance*

CONTACT OFFICE

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

REVISION HISTORY

Approved: August 25, 2000
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