

COMPLAINT POLICY – NON-UNIONIZED EMPLOYEES

Mercer County Community College [Mercer herein] seeks to provide a work environment governed by mutual respect and open communications. In the course of daily operations certain issues may arise. They range from simple issues which can be resolved upon open discussion with the appropriate supervisor to more complex issues which may result in policy changes. Discussion with other employees, or those who are unable to give the issue fair consideration, only magnifies the issue and results in the loss of efficiency. Therefore, all employees are encouraged to bring their complaints about work-related situations to the attention of management. Employees will be provided with an opportunity to present their complaints and appeal decisions by management through a formal complaint procedure. All complaints will be resolved fairly and promptly.

- 1) A complaint may be defined as an employee's expressed feeling of dissatisfaction concerning conditions of employment or treatment by management, supervisors or other employees. Examples of actions which may be causes of complaints include, but are not limited to:
 - a) Application of Mercer policies, practices, rules, regulations and procedures believed to be to the detriment of an employee;
 - b) Treatment considered unfair by an employee; and
 - c) Improper or unfair administration of employee benefits or conditions of employment such as vacations, fringe benefits, promotions, retirement, holidays, performance review, salary or seniority.
- 2) Supervisors are responsible for ensuring that the complaint is fully processed. No employee will be penalized for using the Mercer complaint procedure.
- 3) Any complaint filed shall follow the established procedure, refer to the provision or provisions of Mercer policy, practice, procedure, rule or regulation alleged to have been violated and shall adequately set forth the facts pertaining to the alleged violation.

Approved: Board of Trustees
March 17, 2005