



Employee Complaint Procedure

Purpose

This procedure provides employees with a clear process to follow if they have a concern or complaint regarding the conduct, behavior, or actions of another co-worker. The goal is to ensure issues are addressed promptly, fairly, and in a manner consistent with the University's mission and values. *Students may also use this procedure to submit a complaint regarding the conduct, behavior, or actions of an SCU employee.*

Guiding Principle

Presenting a complaint against another co-worker should be done thoughtfully and in good faith. Complaints that appear to be motivated by personal agendas, grievances, or retaliation can create additional issues and may result in disciplinary action for the person filing the complaint. Staff and students are encouraged to approach this process with seriousness, professionalism, and a focus on resolution rather than simply expressing dissatisfaction.

Steps for Filing a Complaint

Step 1: Direct Resolution (When Appropriate)

- If the situation is minor and the employee feels comfortable, they are encouraged to first address the concern directly with the other employee through respectful conversation.
- Many misunderstandings can be resolved at this level through open communication.
- Employees are encouraged to bring a trusted colleague to the conversation, both for personal support and to serve as a witness if needed.

Step 2: Notify Immediate Supervisor

- If direct resolution is not possible, or if the issue continues, the employee should bring the complaint to their immediate supervisor.
- The complaint should be made in writing and include:
 - The name of the employee involved
 - A description of the incident(s), including date, time, and location
 - Any witnesses, evidence, or documentation supporting the concern

Step 3: Supervisor Responsibilities and Accountability

When a supervisor receives a complaint, the following steps must be followed to ensure proper due diligence:

1. **Acknowledge Receipt**
 - The supervisor should acknowledge receipt of the complaint in writing to the employee who submitted it.
2. **Timely Review**
 - The supervisor should meet with the complainant within 2–3 business days to discuss the complaint and gather additional information if needed.
3. **Investigate Thoroughly**
 - The supervisor should:
 - Meet separately with any other employees involved.
 - Review any documentation, evidence, or witness accounts.
 - Maintain confidentiality to the extent possible.
4. **Document Actions**
 - All steps taken by the supervisor should be documented, including:
 - Dates of meetings
 - Key discussion points
 - Any evidence reviewed
 - Recommendations or actions taken
 - Documentation should be submitted to HR for oversight and filed in accordance with University policy.
5. **Follow-Up**
 - After resolution or corrective action, the supervisor should follow up with the complainant to confirm understanding and closure of the issue.
6. **Escalation**
 - If the supervisor cannot resolve the complaint or it involves the supervisor, the matter must be escalated to HR immediately.

Accountability Note: Proper documentation and adherence to this protocol ensure that complaints are handled fairly and consistently. Without such a system, even serious complaints may be undermined, and employee trust in the process could be compromised.

Step 4: Escalation to Human Resources

- If the employee feels the issue is not resolved by the supervisor, or if the complaint involves the supervisor, the written complaint should be submitted to Human Resources (HR).
- HR will review the matter, gather information, and may facilitate mediation, investigation, or further action.

Step 5: Formal Investigation (If Necessary)

- For serious complaints (e.g., harassment, discrimination, threats, or policy violations), HR may initiate a formal investigation or, if necessary, cooperate with the Title IX office.
- Both parties will have an opportunity to present their perspective.
- HR will maintain confidentiality to the extent possible while conducting a thorough review.

Step 6: Resolution and Outcome

- HR (in consultation with leadership, if needed) will determine the appropriate outcome, which may include counseling, mediation, disciplinary action, or dismissal of the complaint if unfounded.
- The employee who filed the complaint will be notified that the matter has been addressed, though specific disciplinary details may remain confidential.

Important Notes

- Retaliation against any employee/co-worker who files a complaint in good faith is strictly prohibited and may result in separate disciplinary action, suspension, or termination.
- Complaints should be filed as soon as possible after the incident occurs to allow for timely investigation.
- The University encourages all employees to approach concerns with respect, seeking resolution in a manner consistent with Christian principles of grace, accountability, and reconciliation.