

Human Resources Complaint Policy



ANTIOCH
COLLEGE

Policy Number: 02.004	Responsible Office: Human Resources	Governing Body: College Council	Last Review Date: 5/11/2022
Scope: This policy applies to all Antioch College community members.			

I. Introduction

Antioch College strives to provide employees with a respectful, healthy, and enriching work environment. In support of this endeavor, Antioch expects all of its employees, faculty, and administrators to be honest and ethical in their conduct, comply with applicable laws, policies, and regulatory requirements, deal fairly with other employees, students, customers, volunteers, partners, and other community members, and protect and ensure the proper use of Antioch College assets.

II. Scope

A. Complaints within Scope Include:

A complaint is a written claim by a community member (i.e., student, employee, contractor) regarding a specific action(s) that has been alleged to have adversely affected the community member and/or violated employee conduct policy.

B. Matters Out of Scope Include:

1. Concerns or inquiries regarding classification standards, benefits, salary rates for job classes, salary ranges for classes, for the contents of the personnel policies. These concerns or inquiries may be submitted directly to Human Resources for consideration.
2. A disagreement is not synonymous with “inappropriate workplace behavior, work, conduct, or violence related to the workplace.” Disagreements may be submitted to Human Resources for consideration, assistance, and guidance.
3. A management action that is taken under a policy or program that states that such an action may be taken at the “discretion,” or “sole discretion,” or “judgment” of the College or its management. Exceptions to this include if the action was taken for discriminatory or retaliatory reasons in violation of the Harassment and Discrimination Policy.

III. Complaints

- A. It is the policy of the College to address complaints that arise from those employed with the College through processes described in this policy. The College may incorporate mediation and other complaint resolution techniques into its procedures.
- B. The complainant should attempt to resolve the issue informally with the employee, although this does not extend the deadline for filing a written complaint.
- C. See Section VII of this policy for the procedures on how to file and process a complaint.

IV. Informal Resolution

At any stage, after a complaint has been filed, either the employee or the College may propose to resolve the complaint informally. Mediation may also be an option if applicable. If the complainant and employee agree in writing to pursue an informal resolution, the College may suspend deadlines during these efforts per procedures. If at any time the complainant or employee wishes to stop pursuing informal resolution, written notification must be provided to either party per procedures. Any suspension of deadlines will end (10) calendar days after that notification is provided and then the formal complaint resolution process will resume where it left off.

V. Retaliation

Retaliation of any kind against a community member who files a report/complaint will not be permitted. Any person who violates this provision is subject to disciplinary action.

VI. Implementation of the Policy

The Director of Human Resources is the Responsible Officer for this policy and has the authority to implement the policy. The Responsible Officer may develop procedures or other supplementary information to support the implementation of this policy. Such supporting documentation does not require approval by the President. The Responsible Officer may apply appropriate interpretations to clarify policy provided that the interpretations do not result in substantive changes to the underlying policy.

VII. Complaint Procedure

A. Internal Reporting Avenues

Should an Antioch College community member wish to file a report/complaint, see below reporting avenues:

1. Reports of alleged misconduct toward employees and students that are discriminatory in nature related to race can be made by filing a bias incident or violation of the Racial Discrimination Prevention Policy (RDPP), which can be made by visiting: <https://antiochcollege.edu/campus-life/rdpp/bias-incident-rdpp-report-form/>
2. Reports of alleged sexual offenses toward employees and students can be made by filing a Sexual Offense Prevention Policy (SOPP) report at <https://antiochcollege.edu/campus-life/sexual-offense-prevention-policy-title-ix/report-form/> or by contacting the Antioch College Title IX office.
3. Allegations of criminal conduct that occur within the geographic jurisdiction of Antioch College should be made to the Public Safety Department.
4. If faculty would like to file a grievance, defined in the Antioch College Faculty Handbook as a written complaint filed by a faculty member alleging the violation of an Antioch college published policy, code or operating norm, they should follow the Faculty Grievance Procedure found in the [Faculty Handbook](#).

5. Complaints about fiscal matters, fraud, conflict of interest, or other concerns about mismanagement of Antioch College resources should be made to the Antioch College Vice President for Finance and Administration.
6. Complaints about student misconduct or alleged violations of the Student Handbook should follow the Student Conduct Policy.
7. Reports or complaints about inappropriate workplace behavior (including any and all forms of [harassment](#) and/or [discrimination](#) not addressed in any other policy), work conduct, violence, related to the workplace can be made to the Antioch College Office of Human Resources by completing the Human Resources Complaint Form and delivering it in person or via email to hr@antiochcollege.edu.

B. Timeliness

The complainant must file a written complaint within 180 calendar days after the date on which the complainant knew or could reasonably be expected to have known of the event or action that gave rise to the complaint. If the complaint alleges a series of policy violations or patterns of management actions that are subject to review under this policy, the complaint must be filed within 180 calendar days after the most recent policy violation or management action.

C. Initial Assessment (Step I)

1. After a complainant has filed a complaint, the Director of Human Resources will determine whether a complaint is timely, whether its claims are within the scope of this policy, and whether the complaint qualifies for review through Step II or Step III. The complainant will be notified in writing of these determinations.
2. Human Resources may require the complainant to provide additional detail. In such cases, the Director of Human Resources will identify the additional detail needed. If multiple claims/complaints are raised in the complaint, the Director of Human Resources may choose to process the claims/complaints separately.
3. The complainant may appeal a local decision regarding the timeliness, scope, or failure to participate to the Vice President of Finance and Administration.

D. Investigation (Step II)

Complaints that meet all of the criteria in Step I will be investigated fully. Human Resources will notify the complainant within 14 days (unless extenuating circumstances arise that create a delay) of the filing that the report/complaint has been reviewed by Human Resources, that Human Resources has informed the employee about the complaint, and that if employment action is appropriate, action has been taken. See Employee Discipline Policy (2.042) for more information about Antioch College's discipline/progressive discipline process.

E. Appeal

A party may appeal only on the grounds described in this section. The appeal should identify the reason(s) why the party is challenging the outcome under one or more of the available grounds and should be submitted in writing to Human Resources within 30 days of the findings of the initial complaint. The following grounds for appeal apply:

1. There was procedural error in the complaint process that materially affected the outcome;
2. New information was shared that was not previously provided.

If an appeal is received, an administrative review will then be conducted per Human Resources procedures and a written decision to the appeal will be provided to the party. The decision is final and binding.

F. External Avenues for Reports and Complaints

1. The Ohio Ethics Commission
<https://ethics.ohio.gov/>
2. The Ohio Inspector General
<https://ohio.gov/government/state-agencies/inspector-general>
3. The Ohio Civil Rights Commission
<https://crc.ohio.gov/>
4. The United States Equal Employment Opportunity Commission
<https://www.eeoc.gov/>
5. The United States Department of Labor
<https://www.dol.gov/>
6. The United States Department of Education
<https://www.ed.gov/>
7. National Institutes of Health
<https://www.nih.gov/>

VIII. Related Documents

- A. [Workplace Conduct Policy](#)
- B. [Employee Discipline Policy](#)
- C. [Human Resources Complaint Form](#)
- D. Performance Reviews
- E. [Progressive Corrective Action Plan](#)
- F. Performance Improvement Plan Template