

UP 32.01.02.H0.01: Complaint and Appeal For Nonfaculty Employees

Approved: October 29, 2012
Next Scheduled Review: January 2014



Procedure Statement

All employees of Texas A&M University-Texarkana (A&M-Texarkana) are encouraged to resolve problems in an open manner through normal administrative channels without the fear of reprisal for seeking such resolution.

In this regard, each employee will have free access through proper channels to the offices of immediate and higher supervisors and/or his/her human resources representatives to discuss problems and complaints with which he/she is concerned. Most problems or complaints can and should be resolved through discussions between an employee and the immediate supervisor or within the employee's department/division.

Reason for Procedure

This Procedure implements the requirements of System Regulation 32.01.02.

Procedure

1. An employee "files" a complaint by completing a *Complaint and Appeal* form and delivers it to the A&M-Texarkana Chief Human Resources Officer in accordance with the time lines contained in System Regulation 32.01.02, *Complaint and Appeal Process for Nonfaculty Employees*.
2. The complaint form must be mailed (campus mail or U.S. mail) or delivered (including fax, email, and personal delivery) to the Texas A&M University-Texarkana; Human Resources Office, 7101 University Ave. Suite 424, Texarkana, TX 75503, or fax 903-223-3130.
3. The designated administrator 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.

4. The Chief Human Resources Officer will provide copies of the decision to the complainant, supervisor, and the divisional administrator in accordance with System Regulation 32.01.02.
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Related Statutes, Policies, or Requirements

The A&M System Regulation 32.01.02, Complaint and Appeal for *Nonfaculty Employees* ;
<http://policies.tamus.edu/32-01-02.pdf>

Contact Office

Office of Human Resources
903.223.3012