

Pierpont Community & Technical College

Employee Internal Complaint Process

Purpose

To provide a fair, confidential, and structured method for faculty and staff to report and resolve workplace concerns, or any violation of college policies.

Scope

This policy applies to all full-time and part-time employees of Pierpont. Temporary employees are not covered by this policy. Nothing in this policy prohibits the eligible employees from filing a grievance under the West Virginia state public employee grievance procedure under W. Va. Code [§ 6 C-2-1, et seq.](#) at any time within the prescribed time limits, nor is this process a prerequisite to filing such a grievance.

Definitions

- **Complaint:** A formal or informal concern raised by an employee regarding unfair treatment, harassment, discrimination, safety violations, or policy breaches.
- **Complainant:** The employee who files the complaint.
- **Respondent:** The individual(s) against whom the complaint is filed.
- **HR:** Human Resources Department.

Types of Complaints

- Harassment (sexual, verbal, physical)
- Discrimination (race, gender, disability, etc.)
- Retaliation
- Workplace safety issues
- Unfair treatment
- Violation of college policies

Complaint Process Overview

1: Step Informal Resolution

- Employees are encouraged to address the issue directly with the individual involved if they feel safe and comfortable.
- Alternatively, employees may seek advice from a supervisor or HR for informal mediation.

Step 2: Filing a Formal Complaint

- Complaints should be submitted in writing to HR using the **Employee Complaint Form**, including:
 - Date of incident(s)
 - Description of the issue
 - Names of individuals involved
 - Any supporting documentation
- Complaints must be filed within **30 days** of the incident unless extenuating circumstances apply.

Step 3: Initial Review by HR

- HR will review the complaint within **5 business days**.
- HR will determine if the complaint requires further investigation or can be resolved through mediation.

Step 4: Investigation

- If required, an impartial investigation will be initiated within **7 business days**.
- Witnesses may be interviewed, and documentation reviewed.
- The investigation will aim to conclude within **30 business days**, depending on the complexity.

Step 5: Findings and Resolution

- HR will present findings to a designated decision-maker (e.g., Director of HR or College President).
- Corrective actions (if any) will be taken, which may include:
 - Mediation or training
 - Disciplinary action
 - Policy updates

Step 6: Communication of Outcome

- Both complainant and respondent will be informed of the outcome (as appropriate) in writing.

5. Confidentiality

All complaints will be handled with the utmost confidentiality. Information will be shared strictly on a need-to-know basis.

6. No Retaliation Policy

Retaliation against any employee for filing a complaint or participating in an investigation is strictly prohibited and may result in disciplinary action.

7. Appeals Process

- If the employee is dissatisfied with the outcome, they may submit a written appeal to the College President within **10 business days**.
 - The appeal will be reviewed and a final decision issued within **15 business days**.
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8. Record Keeping

All complaints, investigation notes, and resolutions will be documented and securely stored by HR in accordance with legal requirements.