University of Wisconsin –Stout
University Staff Complaint Procedure

Introduction
This procedure establishes the steps to deal with allegations concerning the conduct of university staff that violates the rules or policies of UW-Stout or which adversely affects the university staff member’s performance or obligation to the university. Complaints may be submitted by other university staff, faculty, academic staff, administrators, students or members of the public. Chapter UWS 18 of the Wisconsin Administrative code regulates conduct on all UW System property.

Procedure
“Complaint procedure” means the process through which UW System administrators (other than the university staff member’s supervisor), students, academic staff members, faculty members, other university staff members, or members of the public may allege that a university staff member has engaged in conduct that violates the rules or polices of the institution, or which adversely affects the university staff member’s performance or obligation to the university.

Issues that may be addressed include, but are not limited to:

- Intentional physical harm or intimidation
- Bullying
- Abusive language or swearing
- Lack of respect or being discourteous to others
- Improper use of campus resources
- Breach of confidentiality

Note: If the issue involves witnessing or experiencing an act committed against any person, group, or property which discriminates, stereotypes, harasses, or excludes anyone based on some part of their identity, report it to the campus EEO/AA Officer.

Complaint Steps
Efforts shall be made to resolve complaints among the parties involved. Employees may at any time seek advice and assistance on a resolution from the Office of Human Resources, who may assist with a resolution either before or after a complaint is filed.

Should a resolution be unsuccessful, a complaint shall be filed with the Office of Human Resources no later than 30 calendar days after the alleged misconduct on the UW-Stout Complaint Form (see attachment #1). The complainant will be asked to:

1. Explain the nature of the complaint and the specific circumstances at issue;
2. Identify specific witnesses, if applicable, who may provide supporting evidence;
3. Provide complainant contact information (phone, email); and
4. State the specific and recommended resolution sought.

A representative from Human Resources will review the complaint and within 20 calendar days from the filing date determine the follow-up action, and if deemed appropriate, notify the accused.
The Human Resources representative will gather and consider evidence in order to investigate the complaint. Information needed shall include:

- Interviews with the complainant, respondent, and any witnesses
- Written statements and communications, if applicable.

The Human Resources representative will complete the investigation within 60 calendar days of the filing date. Possible actions:

1. Dismiss the complaint;
2. Refer to the grievance process;
3. Determine other appropriate steps; or
4. Invoke appropriate disciplinary action (the affected staff member may file a grievance as identified in the UW-Stout Grievance Procedure).

At the conclusion of the investigation, the director of Human Resources or designee will prepare a written finding. These findings will be provided to the complainant, with a copy to the employee supervisor, and the respondent (if any). These findings will include instructions on initiating an appeal.

**Appeal Process**

- Within ten business days of receiving the decision of the human resources office, the university staff member and/or immediate supervisor must submit a written request that states the reason(s) for the appeal to the chair of the university staff senate with a copy to human resources.
- Within five business days, the chair of the university staff senate will select from the 15 member review-hearing pool a five member panel to serve.
- Within five business days, the five member pool will meet to select a chair. The chair will coordinate the review-hearing meetings.
- Within 30 business days the review-hearing panel shall be concluded and recommendations forwarded to the Chancellor.
- Within ten business days of receipt of the information, the chancellor will make a final decision.

**Review Panel**

A panel shall be established by the university staff senate that will consist of 5 members selected from an established pool of 15.

- The panel shall be appointed to review an appeal of either the complainant or respondent in any action taken by either the Institution or an individual which may not have followed those policies that were enforced at the time of the complaint.
- The purpose of the panel shall be to assure that appropriate steps were taken to protect the rights of all parties involved.
- At the conclusion of the appeal hearing, the panel will prepare a written ruling and forward to the Chancellor.
**Records Maintenance**
The Office of Human Resources will maintain complaint records and evidence in confidential files. Documents will not be placed in employee personnel files unless disciplinary action has occurred. Retention of employee discipline records will follow the General Records Schedule; Human Resources and Related Records.

**Retaliation**
Retaliation against individuals who initiate staff complaints or cooperate with the investigation is contrary to university policy. Retaliatory behavior is itself a form of misconduct that may form the basis for disciplinary action.

**University Responsibilities**
This procedure as approved on August 24, 2015 and defines the UW-Stout complaint steps as of July 1, 2015.

**Related Documents/References**
- [UW System Operation Policy GEN 24: Complaint Procedures](#)
- [UW System Operational Policy WE3: Workplace Conduct Expectations](#)
- [UW-Stout Grievance Procedure](#)
- [UWS 18, Admin Code](#)

**Contact**
Please direct questions about this procedure to the Office of Human Resources.
# UW – Stout

## UNIVERSITY STAFF COMPLAINT FORM

(To be used for complaints against a UW–Stout University Staff member)

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<th><strong>Today’s Date:</strong></th>
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## CONTACT INFORMATION

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<tr>
<th><strong>Name:</strong></th>
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<tbody>
<tr>
<td><strong>Department:</strong> (if UW – Stout employee)</td>
<td></td>
</tr>
<tr>
<td><strong>Email address:</strong></td>
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<td><strong>Phone number:</strong></td>
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## COMPLAINT DETAILS

| **University Staff member’s name:** (person about whom complaint is filed) |  |
| **Date of Incident:** |  |
| **Location of Incident:** |  |
| **Description of Incident** | (Provide as much details as possible. Include witness information and other supporting documentation.) |

| **Recommended Resolution Sought:** |  |
| **Complainant Signature** |  |

## FOR HR USE ONLY

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<th><strong>Received Date:</strong></th>
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<td><strong>Action Taken:</strong></td>
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<td><strong>Date Resolved:</strong></td>
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