

POLICY

Effective Date: 5/25/05

Revised: 11/19/2012

Approved By: President Shepard

Authority: [Professional Staff Organization Constitution](#)

Cancels:

See Also: PRO-PS5440.15A Filing a Professional Staff Employment Complaint
FRM-PS5440.15A Professional Staff Employment Complaint Form
[Equal Opportunity Office Policies](#)

POL-PS5440.15 FILING AND PROCESSING PROFESSIONAL STAFF EMPLOYMENT COMPLAINTS

This policy applies to all employees of the Professional Staff Organization (PSO). This policy does not apply to complaints handled through Western's [Equal Opportunity Office](#).

1. Professional Staff Organization (PSO) Provides a Complaint Process

Notwithstanding the responsibility employees and University administration have for resolving employment concerns informally, and without altering the "at-will" nature of professional staff employment, the PSO provides a process for reviewing complaints employees may have about such matters as working conditions, job responsibilities, performance evaluations, and corrective actions.

2. Employees Are Encouraged to Resolve Matters Informally

Whenever possible, employees should attempt to resolve employment matters informally using University resources as appropriate.

University resources may include supervisors, Human Resources for information, guidance and mediation services, the Employee Assistance Program, and the PSO Executive Committee.

Employees may request a representative from the PSO Executive Committee to provide advice and support during the informal resolution process. A representative serves at her/his own discretion and does not present the case for the employee.

3. Employees May File Complaints

In such cases where the employee is not satisfied with the outcome of the informal resolution process, s/he may initiate a formal complaint process by submitting a written complaint with relevant attachments following the *Filing a Professional Staff Employment Complaint* (PRO-PS5440.15A) and using the *Professional Staff Employment Complaint Form* (FRM-PS5440.15A).

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4. Employees May Appeal Complaint Decisions

Employees may appeal complaint decisions if they are dissatisfied with the outcome of the formal complaint process, by following the *Filing a Professional Staff Employment Complaint* procedure (PRO-PS5440.15A).

The University recognizes that an appeal is an avenue by which an employee may have her/his complaint process reviewed and assessed by one's peers.

5. PSO Executive Committee Establishes Peer Review Committee

A PSO Complaint Appeals Committee (CAC) is formed by the appointment of five professional staff outside of the employee's division: three professional staff by the PSO Executive Committee and appointment of two professional staff by the University President (see PRO-PS5440.15A).

6. Complaint Appeals Committee (CAC) Reviews Complaint Process

The CAC reviews the University's process used to assess and address the employment matter described in the complaint for accordance with applicable policies and procedures (see PRO-PS5440.15A).

7. CAC Submits Its Findings to Appropriate Vice President

At the conclusion of the CAC's review of the appeal, the CAC submits its findings to the employee's Vice President for her/his review and final decision.

Exception: If the actions or decisions of the Vice President substantially form the basis of the complaint, the CAC shall submit its findings to the University President. The University President's decision on the appeal is final.