

Saint Joseph's College

Policy Guidebook

Human Resources

Section Name: Complaint Resolution

Section Number: 12.01

Effective Date: 11/10/2023

SUBJECT: Complaint Resolution

Applicable to:

All employees.

Policy:

Saint Joseph's College recognizes that at times problems, misunderstandings and frustrations may arise in the workplace. It is the College's intent to be responsive to its faculty and staff and their concerns, and treat them with respect. They will be given careful consideration and prompt action.

Saint Joseph's College will not permit any supervisor, manager, department director or employee to engage in any form of retaliation against an employee based solely on their good faith use of this process. Employees are allowed and encouraged to use or participate in this procedure reasonably and in good faith.

Employees are encouraged to share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with someone in the Human Resources Department or anyone in management whom you are comfortable in approaching.