The purpose of this policy is to establish university staff complaint procedures at UW Oshkosh. This document communicates the University’s expectations for managing allegations concerning university staff conduct in violation of UW Oshkosh rules or policies, or 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. UW Oshkosh is committed to establishing and maintaining harmonious working relationships between employees, supervisors and the employees they supervise, and interactions with students and the general public.

Retaliation against individuals who initiate 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.

2. RESPONSIBLE OFFICER

The Office of Human Resources will maintain this policy. Please contact Human Resources at hroffice@uwosh.edu, (920) 424-1166, or at https://hr.uwosh.edu/.

The Office of the Provost & Vice Chancellor documents approved policies in the Faculty & Staff Handbook at https://www.uwosh.edu/provost/Main%20Highlight/handbooks.

3. SCOPE

If a UW Oshkosh employee (other than the university staff member’s supervisor), student, or a member of the public believes that they have been inappropriately treated by a university staff member in such a way that violates UW Oshkosh rules or policies, or which adversely affects the university staff member’s performance or obligation to the university, an attempt should be made to address the issue directly with the university staff member or with the university staff member’s supervisor. If such an approach does not resolve the issue, or is not practical to attempt, the university grievance and complaints processes are available for resolution.

If someone witnesses or has information regarding the commission of a crime, it should be reported directly to the University Police Department. This policy shall not abridge rights protected by the U.S. Constitution or other federal or state laws.

4. BACKGROUND

Chapters UWS 6 and UWS 13 of the Wisconsin Administrative Code require UW System institutions to establish complaint procedures for faculty and academic staff in cases involving allegations made by persons other than the employee’s supervisor.
Effective July 1, 2015, UPS OP: GEN 24 established university staff complaint procedure guidelines.

5. DEFINITIONS

University staff are members of the university workforce who contribute in a broad array of positions in support of the university’s mission and are not exempt (hourly) from the overtime provisions of the Fair Labor Standards Act (FLSA).

6. POLICY STATEMENT

a. The individual wishing to lodge or file a complaint should put his or her concerns and allegations into writing (Complaint Form is available) and submit them directly to the direct supervisor, department chair or department head of the individual being complained about. In the alternative, such complaints may be submitted to the Office of Human Resources.

b. 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 a protected characteristic such as gender, race, age or a similar part of their identity, please contact the Office of Equal Opportunity and Access. The Complaint Form is available online at https://equity.uwosh.edu/forms/.

c. The difference between a Grievance and a Complaint is outlined below.

<table>
<thead>
<tr>
<th></th>
<th>Grievance</th>
<th>Complaint</th>
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<tbody>
<tr>
<td>Nature</td>
<td>alleges unfair treatment or dissatisfaction with aspects of working conditions</td>
<td>objection to perceived misconduct and seeks disciplinary action against another employee</td>
</tr>
<tr>
<td>Focus</td>
<td>relief</td>
<td>sanction; can lead to dismissal from employment for another employee</td>
</tr>
<tr>
<td>Rules</td>
<td>UW Oshkosh University Staff Personnel Rules (Grievances Policy)</td>
<td>UW Oshkosh University Staff Personnel Rules (Complaints Policy)</td>
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</table>

7. REFERENCES

UW System Operational Policy GEN 24 – Complaint Procedures
UW System Operational Policy WE3 – Workplace Expectations
UWO Workplace Conduct Expectations Policy
UWO University Staff Grievance Policy
UWO University Staff Hearing Committee
UWO USS Bylaws
UWS 18, Wis. Adm. Code – Conduct on UW System Property
8. HISTORY

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<tr>
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<tr>
<td>5/8/2018</td>
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<tr>
<td>5/9/2018</td>
<td>Approved by University Staff Senate</td>
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<td>5/10/2018</td>
<td>Approved by Senate of Academic Staff</td>
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<tr>
<td>6/11/2018</td>
<td>Approved by OSA Assembly and Senate</td>
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9. CHANCELLOR'S APPROVAL

[Signature]

Chancellor's signature

6/18/2018

Date