



WGTC 4.14

Employee Complaint Resolution

The Technical College System of Georgia (TCSG) West Georgia Technical College (WGTC) is committed to the fair and equitable treatment of all employees and encourages employees to bring their concerns forward without fear of reprisal. Prompt reporting, open, honest communications, and timely processing of complaints are vital to facilitating an effective resolution.

The purpose of this procedure is to establish a uniform process for the resolution of employment concerns not addressed by the Positive Discipline Policy, the Unlawful Harassment Procedure or other specific complaint resolution process shall be established and followed by employees of the System Office and the technical colleges. The process is intended to encourage communication between the parties involved, either directly or through an intermediary, to facilitate a mutual understanding of and appropriately address any policy or safety issues. Employees and their respective supervisors are encouraged to make reasonable efforts to resolve complaints prior to utilizing the formal Employee

Complaint Resolution Procedure.

No employee will be penalized, formally or informally, for voicing a complaint in a reasonable, businesslike manner, or for participating in an established complaint resolution process. Anyone who intentionally supplies false or misleading information in connection with a complaint or anyone who attempts to or actually harasses, intimidates, or retaliates against an employee for using the Employee Complaint Resolution Procedure or for providing information in connection with a complaint will be subject to disciplinary action.

While this complaint resolution process is provided to employees as a mechanism for expressing concerns about employment, it is not intended to alter in any way the employment at-will relationship between the TCSG and its at-will employees or those employees working under the terms of an employment contract, if applicable.

Employees who have been formally notified that they are to be dismissed from employment, who have tendered their notice of resignation, or whose contract will not be renewed are not eligible to bring forward a complaint under this policy. Employees who have been disciplined under the provisions of the Positive Discipline Policy may not bring forward a complaint under this Procedure relative to the delivery of or level of disciplinary action.

Complaints relating to harassment or discrimination on the basis of race, color, national origin, sex, age, disability, religious or political affiliation, and/or veteran’s status shall be filed and resolved pursuant to the Unlawful Harassment Procedure. Employees in the Classified Service must follow the procedure for grievances established by the Department of Administrative Services and/or the State Personnel Board.

Any individual who supplies false or misleading information in conjunction with a complaint or anyone who attempts to harass, intimidate, or retaliate against an individual for filing a complaint or for providing information in connection with a complaint will be subject to disciplinary action or dismissal.

The Commissioner shall establish a procedure for resolving complaints pursuant to this policy which shall be utilized by the technical colleges and System office staff in addressing employee complaints. The procedure will replace the one outlined in the Employee Grievance Procedure.

RELATED AUTHORITY:

O.C.G.A. § 20-4-11 – Powers of the Board

O.C.G.A. § 20-4-14 – TCSG Powers and Duties

Reference: State Board Policy 4.4.3.

<https://www.tcsg.edu/tcsgpolicy/files/4.4.3.pdf>

State Board Procedure 4.4.3p.

<https://www.tcsg.edu/tcsgpolicy/files/4.4.3p.pdf>

Policy Source: West Georgia Technical College	Policy Manager: Director, Human Resources	Effective: 3/2009
Division: Human Resources	Reviewed: 8/2021 Revised: 8/2021	