



OPERATING PROCEDURES

SUBJECT: GRIEVANCE PROCEDURES

Northwest Florida State College is dedicated to the concepts of equity and equal opportunity. It is the specific intention of the college not to discriminate on the basis of age, color, ethnicity, disability, marital status, national origin, race, religion, genetic information, or gender, in its employment practices or in the admission and treatment of students in its programs or activities.

The Northwest Florida State College Grievance Procedure is designed to provide an effective process to resolve legitimate issues to register complaints or problems concerning discrimination. State Board Rules and College Policies cannot be grieved. It is only the application or interpretation of College rules or procedures which may be grieved by employees.

Any person who believes that he/she has been discriminated against should discuss the issue with:

Employees/Public Complaints

Nancy Murphy
Director of Human Resources
Title IX and Equity Coordinator
Niceville Campus
Administration Building (A)
Room A120
Phone 850-729-5365
murphyn@nwfsc.edu
(see also policy HR 22.00)

Student Complaints

Dr. Sherry Aaker
Dean of Students
Niceville Campus
Student Services Building (SSC)
Phone 850-729-4922
aakers@nwfsc.edu
(See policy SA 3.00)

Resolution of Grievance – Public Community

Individuals should meet with the Director of Human Resources/Equity Coordinator to discuss the issue. If the individual is not satisfied with the resolution, then the individual should proceed to the next level of administration. After dealing with the next level of administration the individual is welcome to meet with the President of the College for a resolution.

Informal Resolution of Grievance - Employees

Ideally, grievances will be informally resolved. In this process the aggrieved employee meets with the immediate supervisor and discusses the issue. (If the complaint is against the immediate supervisor, the complainant may discuss the problem with either the next level supervisor or the Equity Coordinator). If the employee does not feel satisfied with the resolution, then the employee should proceed to the next level of administration. If this process is unsuccessful, the Equity Coordinator may suggest that the formal grievance procedure process be used.

Formal Grievance Process - Employees

The formal process involves the employee writing a memorandum to the College President clearly stating the nature of the grievance, the policy or procedure involved, the personnel involved, and the resolution desired. A Grievance committee is



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then appointed which includes one College employee appointed by the employee bringing the grievance, one College employee appointed by the immediate supervisor of the employee, and a third member appointed by the two previous members. If the two previous members cannot agree on a third member then the President of the College appoints the member. The third member of the committee serves as the chairman.

Within seven (7) working days of constituting the grievance committee, a hearing will be held with the individual bringing the grievance, the respondent and other employees as requested by the grievance committee. The Grievance Procedure involves only College personnel and individuals from outside the institution are prohibited from participating unless they are called as witnesses. Witnesses may only remain in the hearing for the duration of their testimony. The grievance committee hears the grievance and makes a recommendation directly to the President (within five (5) working days of hearing the grievance).

The President, within seven (7) working days of receiving the recommendation from the grievance committee, informs the employee of the decision. The decision of the President is final.

Exceptions

Faculty members on Continuing Contracts may not use the Grievance Process for termination decisions, since Florida Statutes and/or State Board Rules establishes a clear procedure for continuing contract faculty members to utilize in case of terminations.

Time Limits

If an individual is filing a grievance it must involve a specific event or incident within Sixty (60) working days prior to filing the grievance. Complaints should be in writing if possible.

Confidentiality

The College assures prompt and impartial consideration of complaints. Confidentiality shall be maintained to the greatest extent possible within the law and the requirements for conducting appropriate investigations.

Retaliation

Retaliation against employees who have filed a grievance or participated in an investigation or opposed any unlawful practice is prohibited.

Summary

The College will take prompt action against individuals, including third parties, who engage in actions that violate this procedure. NWFSC is committed to providing an environment that is free from all forms of discrimination. Nothing in this procedure is intended to create any due process rights nor does it entitle the individual to seek redress in any court or administrative proceeding.