

RULE

Subject	Complaint/Conflict Resolution Page 1 of 2	Number: 6HX14-1.14
Authority	F.S. 1000.05, 1001.64, 1001.65, 1012.855	Date: 01/21/2014
History	1/18/84, 08/16/89, 04/21/95, 03/25/98, 12/20/00, 6/23/05,6/24/09	
Source	Human Resources	

Purpose:

The primary objective of this Rule is to maintain sound employee, student and community relations. This Rule is to be utilized as a guide to the appropriate Procedure to obtain resolution of a complaint. Complaints may be brought to the attention of management with the assurance that they will be reviewed in a fair and equitable manner. The "complaint procedure" is an informal or formal, non-adversarial, in-house means of addressing complaints.

State College of Florida, Manatee - Sarasota does not discriminate on the basis of gender, race, national origin, color, age, religion, disability, marital, genetic information or veteran status in our employment or educational opportunities.

Discrimination or harassment based on any of these protected classes may be used as the basis for a complaint.

Definitions:

The term "complaint", for the purposes of this process, refers to an allegation made by the employee or student that the terms or conditions of employment, academic or academic support programming, or treatment, respectively, is unjust, discriminatory, inequitable or creates a problem.

1. EMPLOYEE COMPLAINTS

State College of Florida, Manatee - Sarasota personnel wishing to file a complaint are to refer to:

- a) Terms or Conditions of Employment:
 - 1. SCF Procedure #1.14.03 Employee Conflict Resolution
 - 2. SCF Procedure #2.55.01 Code of Ethical Behavior
 - 3. SCF Procedure #1.14.01 Conflict Resolution- Applicants for Employment

- b) Discrimination or Harassment:
 - 1. SCF Rule 6HX14-1.33 Violence or Threats in the Workplace; and
 - 2. SCF Rule 6HX14-2.44 Harassment and Discrimination
 - 3. SCF Procedure #2.44.01 Prohibited Harassment

2. STUDENT COMPLAINTS

State College of Florida, Manatee - Sarasota students wishing to resolve a conflict or file a complaint are to refer to:

- a. Student Rights and Responsibilities
 - 1) SCF Rule #6HX14-4.10 Standards of Student Behavior

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| 2) SCF Procedure #4.10.01 | Disciplinary Proceedings for Violation of Standards of Student Behavior |
| 3) SCF Rule #6HX14-4.14 | Student Complaint/Conflict Resolution |
| 4) SCF Procedure #4.14.01 | Student Request for Conflict Resolution as Related to Academic Matters |
| 5) SCF Procedure #4.14.02 | Student Request for Conflict Resolution as Related to Administrative Policies and Procedures |
- b. Discrimination or Harassment:
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|---------------------------|---|
| 1) SCF Rule 6HX14-1.33 | Violence or Threats in the workplace and, |
| 2) SCF Rule 6HX14-2.44 | Harassment and Discrimination |
| 3) SCF Procedure #2.44.01 | Prohibited Harassment |

Approved documents outlining specific procedures are kept on file in all administrative offices, departmental offices and the Sara Scott Harllee Library.

3. INVESTIGATIONS

The proceedings of investigations of complaints are confidential and shall not be divulged to unauthorized persons. Records shall be considered confidential and shall be kept under adequate security.