



OPERATING PROTOCOL & PROCEDURE

Details

Number: 209
Title: Grievance and Complaint Procedures
Category: Employees
Responsibility: Human Resources
Approval Date: 5/29/15
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Revised: 7/16/18; 12/10/19; 12/10/21; 5/1/23

Purpose

To establish procedures pertaining to grievances or complaints.

Applicability

Employees, students, job applicants, student applicants, and visitors.

Definitions

None.

References

Colorado Department of Personnel and Administration, Board Rule & Administrative Procedures, Chapter 8 (<https://www.sos.state.co.us/CCR/GenerateRulePdf>)

State Board Policy 3-50, Employee Grievances
(<https://cccs.edu/policies-and-procedures/board-policies/bp-3-50-employee-grievances/>)

State Board Policy 3-120, Affirmative Action / Anti-Discrimination
(<https://cccs.edu/policies-and-procedures/board-policies/bp-3-120-affirmative-action-anti-discrimination/>)

State Board Policy 4-31, Student Complaints
(<https://cccs.edu/policies-and-procedures/board-policies/bp-4-31-student-complaints/>)

State Board Policy 19-60, Prohibition of Discrimination, Harassment or Retaliation
(<https://cccs.edu/policies-and-procedures/bp-19-60-prohibition-of-discrimination-harassment-or-retaliation/>)

System Procedure 3-50a, Employee Grievances

(<https://cccs.edu/policies-and-procedures/system-presidents-procedures/sp-3-50a-employee-grievances/>)

System Procedure 4-31a, Student Complaint Procedure

(<https://cccs.edu/policies-and-procedures/system-presidents-procedures/sp-4-31a-student-complaint-procedure/>)

System Procedure 19-60a, Civil Rights and Sexual Misconduct Resolution Process

(<https://cccs.edu/policies-and-procedures/sp-19-60a-civil-rights-and-sexual-misconduct-resolution-process/>)

Attachments or Related Forms/Documents

None

Operating Protocol

Pueblo Community College prohibits all forms of discrimination, harassment, and retaliation and complies with current Colorado, State Board, and Colorado Community College System policies and protocols pertaining to the reporting and addressing complaints of this nature arising from students, student applicants, employees, job applicants, and visitors. Employees may also bring concerns about the conditions of their employment forward under the provisions of this protocol.

The following matters are not grievable under this protocol except as noted:

- Matters over which the employer is without authority to act.
- Evaluations (See Board policies on evaluations).
- Dismissals, non-renewals, reductions-in-force, suspensions, disciplinary actions (See Board Policy on Due Process for Faculty).
- Reassignments except reassignment of a regular faculty member that results in a reduction in pay or a loss of Due Process rights.

Procedure

Individuals with any form of complaint, concern, or general inquiry may contact the Office of Human Resources for confidential assistance at 719-549-3220, pcchr@pueblocc.edu, or Central Administration Building, Room 110.

Non-classified employees and students may submit an electronic complaint via the Maxient system (https://cm.maxient.com/reportingform.php?PuebloCC&layout_id=12).

Classified employees may submit a grievance as outlined in State Personnel Rules.