



University of New Haven

Human Resources Policy/Procedure

Policy / Procedure Title	Applicability / Scope	Purpose	Effective Date	Responsible Party	Pages
Complaint Resolution Policy & Procedure	Administrative Employees	Process for complaint/confliction resolution	7/1/22	Associate Vice President Human Resources & Organizational Development	1

The University of New Haven (the “University”) recognizes that employees will have suggestions for improving the workplace, as well as complaints about the workplace. The most satisfactory solution to a job-related problem or concern is usually reached through a prompt discussion with the employee’s supervisor. Employees should feel free to contact their supervisor with any suggestions and/or complaints.

While the University provides employees this opportunity to communicate their views, everyone should understand that not every complaint can be resolved to their satisfaction. Even so, the University believes that open communication is essential to a successful work environment and that all employees should feel free to raise issues of concern without fear of reprisal.

The University is proud of its track record of practicing open, honest, and productive communication. It is because of this that most concerns or problems can be quickly solved. On the rare occasion when a resolution is not reached at an informal level, we employ the following steps to resolve the issue:

Employee and Immediate Supervisor: The employee should discuss the issue with the immediate supervisor, whether informally or by requesting a formal meeting. If speaking with the immediate supervisor is not appropriate, then a discussion or meeting should be initiated with the next level of supervision. Most problems and concerns are resolved at this level. If the concern is not resolved, then the employee should proceed to the next step. If the immediate supervisor determines that the complaint may be a violation of University policy or law, they should contact the HR Department for appropriate guidance and/or disposition.

Employee Requests Meeting with Next Level Supervisor: If feasible, the employee should inform the immediate supervisor that they are taking the issue to the next level of supervision. The employee should then discuss the issue with the next level supervisor. If the concern is still not resolved, the employee should proceed to the next step.

Human Resources may be contacted only when all discussions with departmental leadership, including the applicable Vice President within that group, have been exhausted. At that point, the employee and/or the supervisor may enlist assistance from the Human Resources Department for resolution.