

## Employee Complaint Resolution

Salisbury University (University) makes every effort to resolve employee complaints internally, using policies and procedures primarily outlined on the University Consolidated Policies of the Board of Regents and the University website, as well as Staff Employee/ Faculty Handbooks. Employees are expected to familiarize themselves and fully utilize any and all administrative policies, procedures and/or resources provided by the University.

The University is committed to the fair and equitable treatment of all employees and encourages employees to bring their work-related concerns forward without fear of reprisal. Prompt reporting, open and honest communication, and timely processing of employees complaint are vital to facilitating an effective resolution.

### Guiding Principles

- x The University strives to provide employees with positive work experience by creating a collegial environment in which a satisfactory manner with the faculty, staff,

administrator, office, or designated point of contact involved, employees may use the appropriate formal grievance procedure. Employees seeking to file a grievance should contact the Office of Human Resources and/or the Office of Institutional Equity, if appropriate.

Nothing in these guiding principles prohibits a member of any bargaining unit from following the grievance procedures outlined in their respective Memorandum of Understanding.

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### Employee Complaint Resolution—Points of Contact by Category

Below is a list of policies, procedures and points of contacts for University employees. The list of University policies is not a complete list; employees should also consult the University's main policy page for a list of Universitywide and University System of Maryland policies:

<https://www.salisbury.edu/administration/generatounsel/policies/index.asp> Additionally, different colleges and schools may have pol -NAMES.pdf

Staff

## Faculty Handbook

<https://www.salisbury.edu/administration/academicaffairs/facultyhandbook/index.aspx>

## Administrative

1. Accounts Receivable & Cashier's Office
  - x <https://www.salisbury.edu/administration/administrationandfinanceoffices/financial-services/accountsreceivablecashiersoffice/index.aspx>
2. Financial & Payroll Services
  - x <https://www.salisbury.edu/administration/administrationandfinanceoffices/financial-services/index.aspx>
  - x <https://www.salisbury.edu/administration/administrationandfinanceoffices/financial-services/payroll/index.aspx>
3. Facilities Management (Work Orders)
  - x <https://www.salisbury.edu/administration/administrationandfinanceoffices/informationtechnology/telecommunicationsoffice/work-order-requests.aspx>
4. Information Technology: Help Desk and Technology Support
  - x <https://www.salisbury.edu/administration/administrationandfinanceoffices/informationtechnology/helpdesk/>
5. Parking Services
  - x <https://www.salisbury.edu/administration/administrationandfinanceoffices/financial-services/accountsreceivablecashiersoffice/parkingservices/index.aspx>
6. Travel Policy and Regulations
  - x <https://www.salisbury.edu/administration/administrationandfinanceoffices/financialservices/accounts payableandtravel/travel-policy.aspx>

## Campus and Environmental Safety

1. Campus Police Department
  - x <https://www.salisbury.edu/police/>
2. Clery Act Compliance
  - x <https://www.salisbury.edu/police/clerycompliance/index.aspx>
3. Environmental Safety
  - x <https://www.salisbury.edu/administration/administrationandfinanceoffices/environmentalsafety/index.aspx>
4. Injury and Illness Reporting
  - x <https://www.salisbury.edu/administration/administrationandfinanceoffices/environmentalsafety/accident.aspx>
5. Reporting of Unsafe Work Conditions
  - x <https://www.salisbury.edu/administration/administrationandfinanceoffices/environmentalsafety/unsafeconditions.aspx>
6. Reporting Cn-19(t04 .1(t7DC )Tj -0.004 Tc 0.004 Tw 0.304 0 Td [(a)-3.3(n)-0.7(d)]TJ 0 Tc 0 Tw 1.522 0



In the unlikely event that an employee is unable to resolve their complaint, employees can seek further resolution from the following offices:

Equal Employment Opportunity Commission (discrimination employment matters)  
GH Fallon Federal Building  
31 Hopkins Plaza, Suite 1432  
Baltimore, Maryland 21201  
Telephone: 800-669-4000  
Website: [www.eeoc.gov](http://www.eeoc.gov)

State of Maryland Commission on Civil Rights (discrimination employment, contract matters)  
6 Saint Paul Street  
Suite 900  
Baltimore, MD 21201  
Telephone: 800.637.6247  
Website: [www.mccr.maryland.gov](http://www.mccr.maryland.gov)

United States Department of Education, Office for Civil Rights (equal access to education matters, educational discrimination)  
Lyndon Baines Johnson Building  
400 Maryland Avenue, SW  
Washington, DC 20202  
Telephone 202.56.8541  
Website: [www2.ed.gov/about/offices/list/ocr/index.html](http://www2.ed.gov/about/offices/list/ocr/index.html)

For a List of Employee Referral Resources please see:

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