

The University of Wisconsin System
UPS OPERATIONAL POLICY: GEN 24



SUBJECT: Complaint Procedures

Original Issuance Date: July 1, 2015

Last Revision Date:

1. POLICY PURPOSE:

The purpose of this policy is to establish university staff complaint procedure guidelines.

2. POLICY BACKGROUND:

This policy provides for the establishment of procedures to deal with allegations concerning the conduct by university staff members that violates the rules or policies of a UW System institution, or which adversely affects the university staff member's performance or obligation to the university. Chapters [UWS 6](#) and [UWS 13](#) of the Wisconsin Administrative Code require UW System institutions to establish complaint procedures for faculty and academic staff in cases involving allegations made by persons other than the employee's supervisor. Complaints against faculty or academic staff may be submitted by administrators, students, other faculty or academic staff members, university staff, or members of the public.

Effective July 1, 2015, this policy establishes university staff complaint procedure guidelines.

3. POLICY DEFINITIONS:

Please see UPS Operational Policy [GEN 0: General Terms and Definitions](#) for a list of general terms and definitions.

Definition specific to this policy:

"Complaint procedure" means the process through which UW System administrators (other than the university staff member's supervisor), students, academic staff members, faculty members, other university staff members, or members of the public may allege that a university staff member has engaged in conduct that violates the rules or policies of the institution, or which adversely affects the university staff member's performance or obligation to the university.

4. POLICY:

This policy requires UW System institutions to establish procedures regarding the submission of complaints against university staff members.

UW System administrators (other than the university staff member's supervisor), students, academic staff members, faculty members, other university staff members, and members of the public may submit complaints against university staff employees for conduct that violates the rules or policies of the UW System institution, or which adversely affects the university staff member's performance or obligation to the university.

Institutional complaint procedures should provide that the allegations contained in a complaint must be reviewed by the chancellor or the chancellor's designee, and such procedures should designate an individual or body with the power and authority to investigate the complaint and to recommend solutions to the chancellor if the problem cannot be otherwise resolved.

5. RELATED DOCUMENTS:

Wis. Admin. Code Chapter [UWS 6, Faculty Complaints and Grievances](#)
[UWS 13, Academic Staff Complaints and Grievances](#)

6. POLICY HISTORY:

Reviewed by the Board of Regents, April 10, 2015