

The University of Wisconsin System

Administrative Policy # 1241 (formerly GEN24)



Title: Complaint Procedures

Original Issuance Date: July 1, 2015

Last Revision Date: ~~July 1, 2015~~ July xx, 2025

1. Policy Purpose

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

2. Responsible UW System Officer

Associate Vice President and Chief Human Resources Officer

3. Scope and Institutional Responsibilities

This policy applies to all UW System institutions and the UW System Administration, except for UW-Madison.

~~42.~~ 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.

~~53.~~ Policy Definitions

Please see [SYS 1225, 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.

~~64.~~ Policy Statement

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.

75. Related Documents

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

86. Policy History

[Revision 1: July xx, 2025](#)
[First approved: July 1, 2015](#)

Reviewed by the Board of Regents, April 10, 2015

9. Scheduled Review

[July 2030](#)
