

New River Policy



POLICY NAME	Concern Resolution Procedure		POLICY NO.	3.6
RESPONSIBLE OFFICE	Human Resources	EFFECTIVE DATE	DATE APPROVED	
DATE OF LAST REVISION		DATE OF NEXT REVIEW		

SCOPE

This procedure applies to all employees of New River Community and Technical College.

Compliance – Legislative Rule

West Virginia Code § 18B-1B-6, § 18B-4-2a, § 18B-7, § 18B-8, § 18B-9A and § 18B-9B.
Title 133, Series 55 Human Resources Administration § 133-55

POLICY STATEMENT

Open dialogue between employees and supervisors is essential to a productive and satisfying work environment. While most employment concerns can be resolved on an informal basis the following guidelines are in place to resolve more difficult problems.

PURPOSE

This procedure is designed to resolve any form of complaint/dispute concerning your employment or if you wish to contest any disciplinary action.

GENERAL PROVISIONS

If you are unable to resolve your concern through the internal Concern Resolution Procedure, you may access the [WV Public Employees Grievance Board](#).

TERMS AND DEFINITIONS

TERM	DEFINITION
N/A	

SECTION 1: PROCEDURE

1. Give notice of the complaint, concern or issue to your immediate supervisor as soon as you can after the occurrence. Your supervisor will discuss the problem with you in a private interview. The supervisor will take whatever action is deemed reasonable to resolve the complaint.
2. If you do not feel comfortable bringing your concern to your direct supervisor or do not agree with your supervisor's response, you may discuss the matter with the next higher-level manager at your location in an attempt to resolve the issue.
3. If you are unable to resolve the issue at your location, you may contact the Executive Director of Human Resources for assistance.
4. If you are unable to resolve your issue through the preceding steps, you may send written notice of your concern to the President of the College. The President will review the situation and provide a final determination.

We are here to listen to your concerns and address issues promptly. Although we cannot guarantee complete confidentiality we will investigate and address issues in a discrete and professional manner. Investigations will be completed utilizing the procedure outlined in the [Harassment and Discrimination Policy](#) based on the type of complaint.

SECTION 2: PROTECTION AGAINST RETALIATION

Retaliation is prohibited against any person by another employee or by New River Community and Technical College for bringing forth concerns, reporting proscribed harassment, or for filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions such as change of work hours, location, significant change work duties, or otherwise denying any employment benefit.

Employees should report any retaliation prohibited by this policy to their supervisor, any management team member or Human Resources. Any report of retaliatory conduct will be investigated in a thorough and objective manner. If a report of retaliation is substantiated, appropriate disciplinary action, up to and including termination of employment, will be taken.

EXCEPTIONS/EXCLUSIONS

N/A

REVIEW

This policy shall be reviewed on a regular basis with a time frame for review to be determined by the President or the President's designee. Upon such review, the President or President's designee may recommend that the policy be amended or repealed.

APPROVAL SIGNATURES

DocuSigned by:
Bonny B. Copenhaver
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President

Date

RELATED POLICIES, OTHER REFERENCES AND ADDITIONAL NOTES

BOG 1.2 Harassment and Discrimination

ASSOCIATED FORMS

HISTORY		
REVISION DATE	DESCRIPTION OF CHANGE	VICE PRESIDENT APPROVAL
02/2022	New Procedure	

New River Community and Technical College expects all faculty, staff and students to be familiar with and adhere to all applicable college policies.