Fall 2020 Dept. Chair Workshop #3 How to Handle Complaints & Grievances

1

Chair Duties, APM 245 (A)

- 1. The appointee is in charge of planning the programs of the department in teaching, research, and other functions. The chair is expected to keep the curriculum of the department under review, and to maintain a climate that is hospitable to creativity, diversity, and innovation.
- 3. The appointee should be receptive to questions, complaints, and suggestions from members of the department, both faculty and staff personnel, and from students, and should take appropriate action on them.

2

Relevant Offices

- Whistleblower/Locally Designated Official (LDO, Viola Kinsman)
 Office of the Ombuds (Callale Concon)

- ► HR (Luke Wiesner, conflict resolution coach)

VP-AP Relevant Policies

- Merced Academic Personnel Policies & Procedures (MAPP)
 MAPP 2016 OUTLINES PROCEDURE for faculty complaints
- ► APM-015 Faculty Code of Conduct
- UC Merced Policy on Prohibition of Abusive Conduct and Acts of Violence by University of Employees and Non-Affiliates

4

Informal Complaints

- Informal attempt to resolve complaint is necessary before formal complaint is filed
- Informal resolution might include
 Chair meeting with complainant/respondent

 - outreach to VP-AP for additional support
 UCOP mediator brought in

5

Formal Complaint (APM 015; MAPP 2016; Bylaw 336)

- When faculty member (COMPLAINANT) alleges misconduct by a faculty member
 - ► Focus and discipline on the RESPONDENT
 - ▶ Part II of APM-015 Faculty Code of Conduct
 - ► Other relevant policies include UCM Abusive Conduct Policy

6

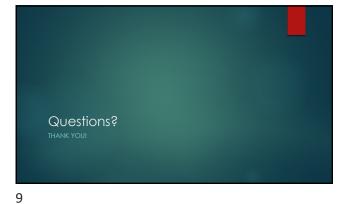
Formal Complaint (APM 015; MAPP 2016; Bylaw 336)

- A written explanation of any attempts made to resolve the matter prior to the filing of the formal complaint
 Identify the section(s) of the faculty Code of Conduct (or other policy) alleged to have been violated
 Submit supporting documentation sufficient to substantiate the allegations of misconduct

Grievance

- When a faculty is alleging a violation of rights and privileges as a faculty member (focus and remedy on the COMPLAINANT)
- 335 Grievance Cases
 336 Disciplinary Cases (hearing)
- List of faculty rights can be found in Part I of APM-015

- P&T Chair provides an advisor assists w/ sorting out claims & direct elsewhere if appropriate.



Questions/Concerns

- If you have a concern or questions regarding a faculty complaint, feel free to contact AVPF Valdez or the Faculty Case Manager.
 Zulema Valdez. Associate Vice Provost for the Faculty Email: zvidez@uenreced.adu
 Annie Saetern, Faculty Case Manager Email: asoetern@ucmerced.edu

10

