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 in 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

- The University strives to provide employees with a positive work experience by creating a collegial environment in which questions/concerns may be presented to the appropriate staff/ administrator and resolved in a fair and timely manner.
- If a question or concern arises, employees are encouraged to first seek resolution informally by scheduling a meeting (preferable face-to-face) with the faculty, staff, administrator, office or designated point of contact involved.
- If a question or concern is not resolved in 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 Resource, 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.
- Seeking out assistance from the available ombuds resources does not change or otherwise extend the timelines specified in the applicable grievance procedure.

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 University-wide and University System of Maryland policies: https://www.salisbury.edu/administration/general-counsel/policies/index.aspx. Additionally, different colleges and schools may have policies that govern employees that should also be consulted.

Salisbury University's Organizational Chart

https://www.salisbury.edu/administration/academic-affairs/university-analysis-reporting-and-assessment/_files/Org-Chart-NAMES.pdf

Staff Employee Handbook

https://www.salisbury.edu/administration/administration-and-finance-offices/human-resources/_files/pdfs/Staff-Employee-Handbook.pdf

Faculty Handbook

https://www.salisbury.edu/administration/academic-affairs/faculty-handbook/index.aspx

Administrative

1. Accounts Receivable & Cashier's Office
    - https://www.salisbury.edu/administration/administration-and-finance-offices/financial-services/accounts-receivable-cashiers-office/index.aspx
2. Financial & Payroll Services
    - https://www.salisbury.edu/administration/administration-and-finance-offices/financial-services/index.aspx
    - https://www.salisbury.edu/administration/administration-and-finance-offices/financial-services/payroll/index.aspx
3. Facilities Management (Work Orders)
    - https://www.salisbury.edu/administration/administration-and-finance-offices/information-technology/telecommunications-office/work-order-requests.aspx
4. Information Technology: Help Desk and Technology Support
    - https://www.salisbury.edu/administration/administration-and-finance-offices/information-technology/help-desk/
5. Parking Services
    - https://www.salisbury.edu/administration/administration-and-finance-offices/financial-services/accounts-receivable-cashiers-office/parking-services/index.aspx
6. Travel Policy and Regulations
    - https://www.salisbury.edu/administration/administration-and-finance-offices/financial-services/accounts-payable-and-travel/travel-policy.aspx

Campus and Environmental Safety

1. Campus Police Department
    - https://www.salisbury.edu/police/
2. Clery Act Compliance
    - https://www.salisbury.edu/police/clery-compliance/index.aspx
3. Environmental Safety
    - https://www.salisbury.edu/administration/administration-and-finance-offices/environmental-safety/index.aspx
4. Injury and Illness Reporting
    - https://www.salisbury.edu/administration/administration-and-finance-offices/environmental-safety/accident.aspx
5. Reporting of Unsafe Work Condition(s)
    - https://www.salisbury.edu/administration/administration-and-finance-offices/environmental-safety/unsafe-conditions.aspx
6. Reporting Child Abuse and Neglect Flow Chart and Check List
    - https://www.salisbury.edu/administration/general-counsel/can/
    - https://www.salisbury.edu/administration/general-counsel/can/policy.aspx
    - https://www.salisbury.edu/administration/general-counsel/can/where-to-report.aspx

Office of Institutional Equity

1. Reporting Discrimination or Sexual Misconduct Complaints
    - https://www.salisbury.edu/administration/institutional-equity/report-a-concern.aspx
2. Policy and Procedure Prohibiting Non-Sex Based Discrimination
    - https://www.salisbury.edu/administration/institutional-equity/_files/document-library/SUNonSexBasedProhibitedDiscriminationPolicy.pdf
    - https://www.salisbury.edu/administration/institutional-equity/_files/document-library/NonSexBasedDiscriminationProceduresForStudents.pdf
    - https://www.salisbury.edu/administration/institutional-equity/_files/document-library/NonSexBasedDiscriminationProceduresForNonStudents.pdf
3. Policy and Procedure Prohibiting Sexual Misconduct and Other Sex and Gender-Based Discrimination
    - https://www.salisbury.edu/administration/institutional-equity/_files/document-library/SUProhibitedSexDiscriminationPolicy.pdf
    - https://www.salisbury.edu/administration/institutional-equity/_files/document-library/DiscriminationProceduresForStudents.pdf
    - https://www.salisbury.edu/administration/institutional-equity/_files/document-library/DiscriminationProceduresForNonStudents.pdf
4. Resource List
    - https://www.salisbury.edu/administration/institutional-equity/_files/document-library/ResourceDocumentList.pdf

Human Resources

1. General Questions
    - https://www.salisbury.edu/administration/administration-and-finance-offices/human-resources/index.aspx
2. Employee Grievance and Special Action Appeals
    - https://www.salisbury.edu/administration/administration-and-finance-offices/human-resources/_files/pdfs/Staff-Employee-Handbook.pdf
3. Employee Grievance and Special Action Appeal Form
    - https://www.salisbury.edu/administration/administration-and-finance-offices/human-resources/current-employees/staff/index.aspx
4. Nonexempt Employee MOU
    - https://www.salisbury.edu/administration/administration-and-finance-offices/human-resources/_files/pdfs/NE-MOU-FINAL-2016.pdf
5. Fraternal Order of Police (FOP) MOU
    - https://www.salisbury.edu/administration/administration-and-finance-offices/human-resources/_files/pdfs/UPO-MOU-FOP-SU.pdf

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: 1-800-669-4000
Website: 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

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 215.656.8541
Website: www2.ed.gov/about/offices/list/ocr/index.html

For a List of Employee Referral Resources please see:

Maryland Employee Assistance Program (EAP)
Website: https://dbm.maryland.gov/employees/Pages/EAP.aspx

Employee Assistance Program (EAP) USM-Inova
Website: https://www.salisbury.edu/administration/administration-and-finance-offices/human-resources/benefits/other.aspx

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