# Staff Complaint Reporting Procedure (Standards for Professional Behavior for PCC Employees)

Portland Community College prohibits discourteous or offensive behavior directed toward staff, students or others. Any employee who believes he or she has been subject to unprofessional behavior by another College employee is encouraged to report the behavior. As noted in the policy statement Standards for Professional Behavior, reporting options include the following:

* Report to your immediate supervisor, or
* Report to your supervisor’s manager, or
* Report to Human Resources, or
* Report to the Federation.

After you report an incident, you should be notified within five business days that your complaint has been received. If you do not receive such acknowledgement, please contact the Human Resources Department.

After acknowledging receipt, a supervisor or manager will follow up on your complaint. At the conclusion of any follow up, you should receive notification that the matter has been reviewed and addressed. If you do not hear back from a manager within 90 days, please contact the Human Resources Department.

For your convenience the following template may be used to report a complaint. Complete the form and give it to your supervisor, supervisor’s manager, HR (DC 3rd floor), or to the Federation.

| **Your Information** |
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| Your Name: | Today’s Date: |
| Your Campus Address: | Date of Incident: |
| Your Phone Number: | Your Email Address: |
| Your G-number: |   |
| **Description of Incident** |
| Name and Position of person who is the subject of the complaint: |
| Statement Describing Incident(s)\*:  |
| \*Explain how you believe the person violated the Standards for Professional Behavior. Describe the event(s) that occurred, including specific names, dates and location. List names and contact information of any person(s) who may have witnessed the incident, if applicable. Continue on the reverse of this form. Please attach any relevant documents. |
| How have you attempted to resolve your concern?  |
| What outcome or resolution are you seeking?  |
| Signature: I certify that the above information is correct to the best of my knowledge, information and belief. |

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