

## Non-Senate – Complaints, Concerns, and Grievances (Guidance)

### I. Introduction and Background

When an academic employee not represented by the Academic Senate has a concern or issue, the procedure outlined below identifies the types of concerns and gives guidance on the steps to take to address them. The goal of the University is to address all concerns in a timely manner, and proper reporting of each type of concern will aid in this goal.

### II. Eligibility

- a. This guidance only applies to Non-Senate Academics, including Graduate Student Employees. This does not apply to members of the Academic Senate or equivalent ranks (see [APM 110](#) and [APM 115](#) respectively)
- b. For academic employees covered by a Collective Bargaining Agreement (CBA), this procedure applies only to the extent provided for in the CBA. Please refer to the [appropriate CBA](#) for represented academic employees for further information.

### III. Definitions *(for purposes of this document only)*

Type of Complaint	Definition	Policy Link
<b>Grievance</b> (Non-Senate, Non-Represented)	A formal complaint of procedural violation of University policy (including the APM, which alleges: A specific administrative act was arbitrary or capricious and adversely affected the appointee’s then-existing terms or conditions of appointment; and/or a violation of applicable University rules, regulations, or Academic Personnel policies occurred which adversely affected the appointee’s then-existing terms or conditions of appointment.	<a href="#">APM 140</a>
<b>Grievance</b> (Represented)	A formal complaint that alleges violations of the terms and conditions of the represented employee’s collective bargaining agreement contract (CBA).	<a href="#">CBAs</a>
<b>Sexual Harassment Issue (SVSH)</b>	A concern relating to Sexual Harassment, Sexual Violence, Relationship Violence, Stalking, or other prohibited behavior as defined in the UC Sexual Violence and Sexual Harassment policy.	<a href="#">UCOP SVSH policy</a>
<b>Discrimination Issue</b>	A concern related to negative treatment based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, religion, or any other characteristic protected by state or federal law, as defined in the UC Discrimination, Harassment, and Affirmative Action in the Workplace policy. This policy and the campus implementing policy also are used for complaints of retaliation: adverse action taken because someone reported discrimination or engaged in other protected activity.	<a href="#">UC Discrimination policy</a> <a href="#">UCR Discrimination Policy</a>
<b>Whistleblower Issue</b>	A concern related to improper governmental activities or other unethical conduct, as defined by the UC Whistleblower policy. These policies also are used for complaints of retaliation: adverse action taken because someone made a whistleblower complaint or engaged in other protected activity.	<a href="#">UC Whistleblower policy and Whistleblower Protection Policy</a>
<b>Other Complaints</b>	A concern not related to a procedural violation of the APM or local policy nor related to Sexual Harassment / Sexual Violence or Discrimination issues. These concerns may be a wide-range of workplace related issues, from minor to severe, including abusive conduct or bullying.	Various policies – see website: <a href="#">Help@UCR.edu</a>

#### IV. Guidelines

The Non-Senate Employee should determine the area of concern, as defined in *Section III – Definitions* before proceeding. If an employee is still unsure on which complaint process, they may contact Academic Employee Relations at [apomail@ucr.edu](mailto:apomail@ucr.edu) (or the [Office of the Ombuds](#) at [ombuds@ucr.edu](mailto:ombuds@ucr.edu)) for further guidance.

- a. For matters relating to a **Grievance** (APM 140), Non-Senate, Non-Represented employees should refer to the *UCR Local Grievance Procedure for Academic Appointees*, and follow the process defined within:
  - i. [https://academicpersonnel.ucr.edu/sites/g/files/rcwecm1261/files/2019-01/apm\\_140\\_ucr\\_local\\_grievance\\_procedure\\_for\\_non\\_senate\\_academics.pdf](https://academicpersonnel.ucr.edu/sites/g/files/rcwecm1261/files/2019-01/apm_140_ucr_local_grievance_procedure_for_non_senate_academics.pdf)
- b. **Discrimination, Harassment and Retaliation**, including **Sexual Violence** and other forms of **Sexual Harassment**, should be reported to the Office of Title IX, Equal Opportunity & Affirmative Action. Faculty, Academic Personnel, TAs, and supervisors who receive reports or complaints of discrimination or harassment must promptly notify Title IX/EOAA. <https://compliance.ucr.edu/office-title-ix-equal-employment-affirmative-action> Complaints may be made anonymously.
  - i. Report online at [i-Sight | Report Online \(i-sight.com\)](https://i-sight.com) (preferred)
  - ii. Call at 951-827-7070;
  - iii. Emailing at [titleix@ucr.edu](mailto:titleix@ucr.edu).

Employees reporting sexual violence or other forms of sexual harassment may also seek confidential support and resources from the CARE (Campus Advocacy, Resources & Education) Advocate Office: <https://care.ucr.edu/>

- c. **Whistleblower complaints** of Improper Governmental Activities or other unethical conduct may be reported through the Whistleblower process by contacting the Locally Designated Official, reporting [online](#) or by calling the Whistleblower hotline at (800) 403-4744. Complaints may be made anonymously. Managers, administrators and supervisors must report to the LDO any allegations of IGAs when the matter is significant or sensitive.
  - i. <https://secure.ethicspoint.com/domain/media/en/gui/23531/index.html>
- d. For **Other Complaints** (not related to the above), the following procedure is recommended to be followed:
  - i. The Non-Senate Employee should address the concern with their immediate supervisor.
  - ii. Should the immediate supervisor not address the issue in a satisfactory manner, or the Non-Senate Employee does not feel comfortable discussing with their supervisor, the concern should be submitted in writing to their second-line supervisor (often the Department Chair) and/or the Academic Personnel Director in the Dean’s Office (or equivalent) for their College/School/Program.
  - iii. If the Non-Senate Employee does not feel their concern is being adequately addressed by either their immediate supervisor, second-line supervisor, or Academic Personnel Director (or designee),

or if they do not feel comfortable with the previous channels, they should contact Academic Employee Relations at 951-827-2935 or by email at [APOMail@ucr.edu](mailto:APOMail@ucr.edu).

❖ *Allow up to 7 business days for a response to all written complaints sent to the central Academic Personnel Office.*

- iv. Alternatively, complaints that allege a violation of the Faculty Code of Conduct (APM 015) by a Senate Faculty member may be directed to the Vice Provost of Administrative Resolution (VPAR) at [vpar@ucr.edu](mailto:vpar@ucr.edu). Further information can be found at: <https://administrativeresolution.ucr.edu/>.

## V. Additional Resources

- a. **Help @ UCR** – <http://help.ucr.edu/>

Guidance and links to proper reporting for all types of concerns or issues.

- b. **Ombuds Office** – <http://ombudsperson.ucr.edu/>

The Office of the Ombuds is a confidential, impartial, informal and independent resource that assists UCR community members, including students, faculty and staff, in addressing or resolving a dispute or ongoing conflict. Consultations with the Office of the Ombuds do not constitute notice to the university.

- c. **CARE Advocate** – <http://care.ucr.edu/>

CARE (Campus Advocacy, Resources & Education) is an intervention and prevention support program committed to ending sexual violence at UC Riverside. They are also a confidential resource. Provides direct advocacy, resources and prevention educational programming related to issues of sexual assault, relationship violence and stalking to students, staff, faculty, and UCR affiliates. They can be reached at [advocate@ucr.edu](mailto:advocate@ucr.edu) or (951) 827-6225.

- d. **Title IX, Equal Opportunity & Affirmative Action** – <https://compliance.ucr.edu/office-title-ix-equal-employment-affirmative-action>

Title IX/EOAA promotes a campus free from discrimination and harassment through the creation and monitoring of policies and guidelines; training and consultation; and complaint resolution. The Office provides policy guidance and investigation of concerns relating to all forms of discrimination, harassment, and retaliation covered by UC and UCR Policy, including sexual assault, domestic violence, dating violence, and other forms of sexual harassment.

Title IX/EOAA can be reached at [TitleIX@ucr.edu](mailto:TitleIX@ucr.edu) or 951-827-7070.

- e. **Academic Personnel Office (APO)** – <http://academicpersonnel.ucr.edu/>

Central employment office for all Academic Employees. Resource on all matters of academic policy and procedure, including Employee Relations. APO can be reached at [academicpersonnel@ucr.edu](mailto:academicpersonnel@ucr.edu) or 951-827-2935.

f. **Vice Provost of Administrative Resolution (VPAR)** – <https://administrativeresolution.ucr.edu/>

The Office of Administrative Resolution is responsible for reviewing and resolving issues of policy, procedure, integrity and collegial relations of Senate Faculty that have the potential to impact the mission and well-being of the University. These issues include those involving students, staff and Non-Senate academics.

g. **Office of Diversity, Equity, and Inclusion** - <https://diversity.ucr.edu/>

The office of the Chief Diversity Officer is responsible for training and climate issues related to Diversity, Equity, and Inclusion.

h. **Campus Police Department** – <http://police.ucr.edu/>

9-1-1 (for emergency) or 951-827-5222 (for non-emergency).

**VI. Non-Senate Academic Supervisory Lines:**

The following are examples of reporting structures for Non-Senate Academic Employees:

Supervising Relationship	First-Line Supervisor is likely the:	Second-Line Supervisor is likely the:
Employee reports to Faculty Member <i>(e.g. Graduate Student Employees, Research titles, Academic Coordinators)</i>	P.I., Director, Associate Director, or Supervising Instructor	Department Chair
Employee reports to Department Chair <i>(e.g. Non-Senate Faculty, some Professional Researchers)</i>	Department Chair	Associate or Divisional Dean (or Dean)
Employee is employed in non-traditional academic unit <i>(e.g. Some research titles and Academic Coordinators)</i>	Associate Director or Director	Director, Dean, Vice Provost, or Vice Chancellor

Academic Personnel Directors in the appropriate Dean’s Office or equivalent administrative body are an alternative contacts to reporting issues to supervisors, and can be found in the staff directories for each College/School/Program’s website. If you need assistance locating your Academic Personnel Director, contact the central Academic Personnel Office at [academicpersonnel@ucr.edu](mailto:academicpersonnel@ucr.edu). For UCR Library employees, contact the [Library Human Resources office](#).

For represented academic employees, UCR Labor Relations is an alternative contact for concerns as well. They can be contacted at [Labor.Relations@ucr.edu](mailto:Labor.Relations@ucr.edu) (<https://hr.ucr.edu/front/employee-and-labor-relations>).

For Graduate Student employees, Graduate Division (<https://graduate.ucr.edu/> or [graddiv@ucr.edu](mailto:graddiv@ucr.edu)) is the appropriate office to contact for concerns with their faculty advisor or mentor, in their capacity as a graduate student. Employment concerns with faculty supervisors should still follow the guidance in this document above.

