	POLICY	Motion No.	EXEC 1003-2024
PENNSYLVANIA HIGHLANDS COMMUNITY COLLEGE	**Employee Complaints and Concerns**	Effective Date	2/20/2024
		Responsible Department	Human Resources
		Attorney Review / Date	[Attorney Name] [Date]

Pennsylvania Highlands Community College is committed to the highest ethical standards and conducts its operations in compliance with federal and state laws/regulations and Board policy. As such, the College encourages employees to report complaints, concerns, and/or allegations of internal wrongdoing and the College provides assurance that they will be protected from retaliation if reported in good faith.

Employee wrongdoing may include, but is not limited to, the following:

- crimes or violations of the law or governmental regulations
- violation of Board policy
- improper use of College funds, property, or assets; fraud, corruption, bribery, or blackmail
- and damaging College property

Reporting a Concern or Complaint

Employees covered by a Collective Bargaining Agreement must follow the process defined in the agreement.

Most commonly, complaints or concerns should first be directed to the employee's supervisor. If the employee does not believe a discussion with the supervisor is appropriate, the employee is encouraged to discuss the matter with the appropriate Cabinet member or a representative of the Human Resources Department. When appropriate, the Cabinet member and/or the Chief Human Resources Officer may investigate the claim of wrongdoing to determine the facts surrounding the situation. The employee will normally receive a response regarding the complaint or concern within ten College business days of meeting with the Cabinet member or a representative of the Human Resources Department. In the event the Cabinet member or Chief Human Resources Officer is the subject of the complaint or concern, the President should be notified. The Chairperson of the Board of Trustees should be notified about complaints or concerns about the College President.

However, if an employee wishes to file a complaint anonymously, s/he may contact the anonymous reporting hotline at (800)-401-8004 or go to **www.lighthouse-services.com/pennhighlands**.

Complaint Resolution

If, at the completion of the investigation, the College determines that an employee's complaint is substantiated, appropriate disciplinary action will be taken against the offending employee. Such discipline will be confidential and will not be shared with the complainant.

Prohibition of Retaliation

Pennsylvania Highlands Community College prohibits any form of retaliation against an employee for filing a bona fide or good faith complaint under this policy or for assisting in the complaint investigation. However, if after investigating any complaint, the College determines that an employee intentionally provided false information regarding the complaint, disciplinary action may be taken against the person who gave the false information.

Effective Date	Motion Number	Document Author	Description of Change
2/20/2024	EXEC 1003-2024	Human Resources	Policy revisions for clarity on the process
6/27/2017	EXEC 1021-2017	Human Resources	Needed Board approval
5/1/2010	208	Human Resources	Possible Initial Release