

of the time period covered, a summary of efforts and progress during the time period covered, and identification and samples of all reasonable efforts and/or compliance data.

- b. Campuses will take appropriate action to incorporate this provision for CE campus-based academic appointees into prevailing campus personnel procedures and practices.

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## **V. PROCEDURES**

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- A.** Every ANR employee has the right to nondiscrimination and equal opportunity in the workplace. The formal appeal process for academic appointees is described in detail in Section 350 of the ANR Administrative Handbook. The formal complaint resolution process for staff employees is detailed in Section 70 of the UCOP Personnel Policies for Staff Members.
- B.** An informal grievance process is available to all ANR employees through the Office of Affirmative Action/Equal Opportunity. The availability of the Office of Affirmative Action/Equal Opportunity gives ANR employees an opportunity to resolve conflicts informally at an early stage. Campus-based, non-ANR personnel follow the grievance procedures on their respective campuses. No person shall be subject to reprisal for using or participating in the informal or formal grievance process.
- C. Complaint Resolution Officer**
  1. The DAA will generally serve as the Complaint Resolution Officer (CRO), as defined in Appendix III. If the complainant so requests, the DAA may appoint another person to serve as CRO. The CRO's function is to investigate complaints and attempt to resolve them at the earliest stage possible.
  2. The duties of the CRO may include the following:
    - a. Inform the complainant of available options, including mediation and/or investigation.
    - b. Attempt to mediate the complaint. Upon the request of either party, attempts at mediation may be made without filing a written complaint, or at any point after a complaint is filed.
    - c. Inform the complainant of the remedies that are available through the pre-grievance complaint resolution process and the formal grievance process. Example includes restoration of pay, benefits, or rights lost. Inform the complainant of the remedies that are not available.
  3. Sexual Harassment Complaints
    - a. The DAA also serves as Title IX Compliance Coordinator. Title IX complaints include sexual harassment, as defined in Section 602, Appendix III.

- b. If sexual harassment is the basis of the informal complaint, the CRO will issue a report that may provide a basis for management action. If the complainant is not satisfied that management action has resolved the complaint, or if no action has been taken, the complainant may wish to file a formal grievance.
- c. The deadline for filing a formal grievance involving sexual harassment is 180 days. For all other grievances, the deadline is 30 days. The deadline for filing a formal grievance may be extended, upon request, if the informal, pre-grievance process was initiated within the deadline for filing a formal grievance, and if the request for extension was received within the deadline for filing a formal grievance. See Section 350 of the ANR Administrative Handbook for the formal appeals process for academic staff and UCOP's Personnel Policies for Staff Members for staff personnel.

#### 4. 4-H Volunteer Complaint Procedures

Complaint procedures for volunteers who have problems with 4-H policy, program, or personnel matters are described in the 4-H Youth Development Handbook for Program Staff. All matters and records relative to volunteer complaints will be treated as confidential.

Discrimination complaints that are programmatic in nature are handled by the Office of Affirmative Action/Equal Opportunity in accordance with the procedures outlined in Section 604. <http://danr.ucop.edu/admin-handbook/600/604.final.htm>

#### 5. USDA

All employees may send complaints that are alleged to result from discrimination on the basis of race, color, religion, national origin, sex, physical or mental disability or, within the limits imposed by law, of age directly to the USDA, addressed as follows:

Director, Office of Civil Rights  
United States Department of Agriculture  
Washington, D.C., 20250

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## VI. RELATED INFORMATION

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- [UC Personnel Policies for Staff Members, Section 70, Complaint Resolution](#)
- [UC ANR Administrative Handbook Section 350, Appeals](#)
- [California 4-H Youth Development Policy Handbook](#)
- [APPENDIX I](#)
- [APPENDIX II](#)
- [APPENDIX III](#)

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## **VII. FREQUENTLY ASKED QUESTIONS**

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## **VIII. REVISION HISTORY**

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**November 2017:**

Format updated.