


To: Ms. Cathy Giovannetti, College Council Chair

From: Dr. Stephen D. Cain, Acting President 

Subject: **College Council Recommendation 18-07: Online Grievance and Complaint Process for Administrators**

Date: October 11, 2018

Thank you and all the members of the College's participatory governance system for your leadership in considering issues of importance to the Montgomery College community. I have received and reviewed the College Council's recommendation 18-07: Online grievance and complaint process for administrators. The Council's full recommendation is attached.

On April 24, 2018, the College Council voted to move recommendation 18-07 forward to the president. Recommendation 18-07 recommends that the College implement an online grievance/complaint process that is confidential, contains the resolution to the complaint, and ensures existing files are complete. The concern is that the current paper process results, in some cases, files are not complete or do not include a resolution of the complaint. Further, as supervisors change, the files are not maintained with accurate information or resolution of the complaint.

I accept the spirit of this recommendation and would say further that it is important to adopt best practices regarding the handling of complaints. For instance, there should be a single file regarding a grievance or an EEO complaint, it should be maintained in the Office of Employee and Labor Relations (OELR), and access to this confidential information should be strictly controlled. Those involved in a complaint—the complainant, the respondent—should be notified of the outcome of an investigation, but broad communication, whether paper-based or electronic, and the creation of secondary files outside of OELR would be inappropriate. For a number of reasons, OELR has, in fact, already moved to managing and tracking its complaints in EthicsPoint.

I am referring this topic to Heather Pratt, director of employee and labor relations, and suggest that the Administrative Council invite her to update the Council on these matters. This may also be an opportunity to explore file management in general. No further action regarding recommendation 18-07 is warranted.

Thank you for your dedicated service to Montgomery College's governance system and all of the work you do to support Montgomery College's mission and vision. Please do not hesitate to contact me if you have any further questions or concerns.

Attachment

cc: Senior Administrative Leadership Team
Director of Governance (Administrative Associates)
Director of Employee and Labor Relations
General Counsel