

Procedure: Complaint Resolution



While the process described in this Complaint Resolution procedure is generic and therefore available to address any concerns of members of Savannah Technical College, it is intended to be of particular use to those persons seeking to vindicate rights accorded them pursuant to the College's policy of Equal Opportunity. More specifically, this policy constitutes the grievance mechanism called for by the regulations implementing the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, Title IX (barring sex discrimination), Title VI (barring discrimination on the basis of race, color, or national origin); and Title VII (barring discrimination on the basis of race, color, religion, gender, or national origin).

This complaint resolution process is also intended to provide the Employee Grievance Procedure for the Unclassified Service mandated by the Governor's Executive Order, September 30, 1999 and constitutes the grievance procedure called for by the [Public Employee Hazardous Chemical Protection and Right to Know Act of 1988](#).

While this complaint resolution process is provided to employees as a mechanism for expressing concerns about employment, it is not intended to alter in any way the employment at-will relationship between the Department and its at-will employees.

Any employee of Savannah Technical College may submit a complaint alleging a violation of Technical College or Department policy to the appropriate administrator at any time except where time constraints are stipulated by contract or law. All persons are encouraged to file their complaints as promptly as possible because the ability of the Technical College or Department to effectively respond may be compromised by the passage of time. Grievances should generally be filed within 30 days of the date of the conduct complained of or within 30 days of the date the conduct was discovered. Employees who are seeking relief in accordance with the provisions of the Employee Grievance Procedure for the Unclassified Service must normally file their grievance within ten workdays of the act complained of or within ten workdays following their learning of the act complained of.

Student academic complaints are not covered by this policy and procedure. Students seeking review of academic decisions may do so pursuant to the policy on [Academic Standards, Evaluations, and Appeals](#).

Individuals seeking information regarding the process of complaint resolution may contact Melissa Banks – Director of Human Resources at (912)443-3388

Written correspondence may be sent to Ms. Banks at the following address:

5717 White Bluff Road
Savannah, GA 31405.

Electronic correspondence may be sent to: mbanks@savannahtech.edu