

September 23, 2009

**PLEASE POST****DEANS, DIRECTORS, DEPARTMENT CHAIRS and ADMINISTRATIVE OFFICERS****RE: Special Complaint Resolution Policy for Complaints Regarding Certain Decisions Affecting Bonus and Incentive Payments (Exception to Staff Policy 70 and Staff Policy II-70)**

We are pleased to let you know that the Office of the President has issued the final policy on the Special Complaint Resolution Policy for Complaints Regarding Certain Decisions Affecting Bonus and Incentive Payments (Exception to Staff Policy 70 and Staff Policy II-70), effective October 1, 2009.

The Policy has been revised in response to the comments received during the employee comment period. Please note that the following substantive changes were made:

- Paragraph D.2 (Right to Representation) was amended to clarify that a supervisory employee cannot serve as the representative for a non-supervisory complainant, and a non-supervisory employee cannot serve as the representative of a supervisory complainant.
- Paragraph E.2 (Deadline for Filing) was amended to indicate that employees with incentive payments for the 2007-08 fiscal year that have been deferred may wait to file a complaint, provided that the complaint is filed within 30 calendar days after the applicable deferral period has ended.
- Paragraph F.1 (Timeliness, Scope, and Completeness) has been amended to state that complaints will be reviewed to determine whether they are within the scope of the Policy when they are also reviewed for timeliness and completeness. If a complaint is outside the scope of the Policy, in whole or in part, the complainant will be provided with a notice identifying which part(s) of his/her complaint are being dismissed because they are outside the scope of the Policy.
- Paragraph F.2 (Preliminary Review) was amended to state that the Vice President for Human Resources (or designee) will consult the Chief Human Resources Officer at the complainant's campus, as necessary, to process the complaint.

Complaints under this Policy must be filed on the official complaint form, which is also attached.

**Please note that complaints need to be filed directly with UCOP, as indicated on the form.** The policy and the claim form will be posted in two locations on the UCOP At Your Service website:

[http://atyourservice.ucop.edu/employees/policies\\_employee\\_labor\\_relations/personnel\\_policies/index.html](http://atyourservice.ucop.edu/employees/policies_employee_labor_relations/personnel_policies/index.html)

[http://atyourservice.ucop.edu/employees/policies\\_employee\\_labor\\_relations/msg\\_hr\\_policies.html](http://atyourservice.ucop.edu/employees/policies_employee_labor_relations/msg_hr_policies.html)

**Because complaints under the Policy that relate to bonus and incentive payments for the 2007-08 fiscal year must be filed within 30 days of the Policy's effective date (October 1, 2009), they must be filed on or before November 2, 2009.** However, as noted above, if a complaint relates to an incentive payment for the 2007-08 fiscal year that has been deferred, the complainant may wait to file his/her complaint, provided that the complaint is filed within 30 calendar days after the applicable deferral period has ended.

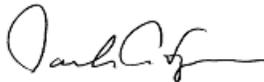
Campuses will not be pre-screening complaints that their employees wish to file under this Policy. However, if an employee seeks assistance with the preparation of a complaint, the campus may assist, provided the employee reviews the final version of the complaint, as well as any supporting documentation, and signs the official complaint form to certify that the complaint is accurate and complete.

If you have any questions about this special complaints process, please contact Martha Castro at the Office of the President at 510-987-0641 or via email at [martha.castro@ucop.edu](mailto:martha.castro@ucop.edu).

Sincerely,



Lubbe Levin  
Associate Vice Chancellor  
Campus Human Resources



Mark A. Speare  
Senior Associate Director  
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Attachments