



STATE OF DELAWARE
DEPARTMENT OF TECHNOLOGY AND INFORMATION
 801 Silver Lake Blvd.
 Dover, Delaware 19904

Doc Ref Number:	DTI-86.0	Revision Number:	1
Document Type:	Internal Policy	Page:	1 of 3
Policy Title:	Complaint Process		

Synopsis:	Guide to file a complaint about the application of a policy or law		
Authority:	A Department of Technology and Information is established to replace the Office of Information Services within the Executive Department, and shall have the powers, duties and functions vested in the Department by this chapter. (73 Del. Laws, c. 86, § 1; 74 Del. Laws, c. 128, § 11.)		
Applicability:	<p>All organizational elements of the Department of Technology and Information, including but not limited to:</p> <ul style="list-style-type: none"> - DTI Employees - State Employees working within DTI - Contractors and private organizations providing products, services and/or support. 		
Effective Date:	March 18, 2013	Expiration Date:	None
POC for Changes:	Human Resources Office		
Approval By:	Cabinet Secretary - State Chief Information Officer		
Approved On:	March 18, 2013		





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I. Policy

POLICY SCOPE

DTI encourages open communications between employees and management. To promote positive working relationships and better communications, employees and their supervisors and managers shall informally meet and discuss employee claims of policy or law violations prior to filing a formal complaint. Employees have the right to use this complaint procedure free of threats, intimidation or retaliation.

POLICY STATEMENT

Supervisors and managers shall meet with the staff of the Human Resources Office on an informal basis to discuss with an employee his/her claims of violations of Agency Policies, State or Federal laws. Employee has seven (7) working days of the alleged occurrence to raise their concern. DTI policies are posted on the agency’s intranet site.

If the manager and employee are unable to resolve the issue at this level, the employee may request to have an informal meeting with the appropriate Team Leader in an attempt to resolve the issue. If the Team Leader and employee are unable to resolve the issue at this level, the employee may request to have an informal meeting with the appropriate Sr. Staff member in an attempt to resolve the issue.

A representative of the Human Resources Office will be available to participate in the informal meeting, when invited by the employee, manager, Team Leader, or Sr. Staff member.





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Should the employee’s claim not be resolved to the employee’s satisfaction, he/she may file a formal written complaint with the Human Resource Office. The employee may request to have a formal meeting with a Human Resources representative and the DTI Secretary.

The DTI Secretary has final determination on the resolution of the claim. The formal complaint and relevant documentation will be filed in the employee’s personnel file.

I Definitions

Informal complaint – A complaint about the application of a policy or law in which an attempt is made to resolve the complaint without escalation to the Secretary.

Formal complaint – A written complaint about the application of a policy or law which remains unresolved after informal efforts at resolution have been attempted.

III. Development and Revision History

Initial version established March 18, 2013

IV. Approval Signature Block

On File James H. Sills, III	
Name & Title: Cabinet Secretary - State Chief Information Officer	Date March 18, 2013

V. Listing of Appendices

None.

