**MUSC Complaint Process**

- **Individual**
  - **Supervisor**
    - Issue Discussed
    - Resolved
  - **HR**
    - Issue Investigated
    - If alleged discrimination
      - EEO/AA office
      - If Disciplinary Action / Policy & procedure issue:
        - Grievable = Formal Process
        - If issue is not grievable = HRM/Supervisor discuss
  - **Mediation**
    - Used for communication issues
    - Non-Binding / Good Faith
  - **EEO/AA Office**
    - If alleged discrimination based upon protected category; coordinate investigation with HRM; Take Appropriate Action
    - Issue not discrimination based on protected category, Refer back to HRM

If not resolved...

**June 12, 2012**