
COMPLAINTS AND SUGGESTIONS

GRIEVANCES AND SUGGESTIONS

The Human Resources department since its inception, as a part of its functions, has attended to complaints and suggestions.

The topics are varied and range from disagreements relating to benefits, wages, treatment of immediate superiors or peers, even harassment on occasion, all of these mostly stated in a verbal manner in person.

Beginning in 2009 the formalization of this process is launched at the system wide level via a complaint and suggestion boxes installed at strategic points in each of the campuses, such as the human resources departments, clock checking areas and dining areas.

The results have not been completely effective, because, due to our culture, people do not like to make their complaints in writing, much less sign them, so that by this channel, the lowest number of complaints has been logged.

The type of complaints received are not considered as high impact complaints, such as cases of discrimination or violence, but by no means are they considered unimportant, 100% of complaints are attended to completion and resolution.

Another internal channel that has taken important value in the institution is the email address: recursos.humanos@cetys.mx, and it is by this channel that a large amount of complaints are attended to generate resolutions. This e-mail address is directed to the offices of Human Resources.

Examples of complaints received in Human Resources departments of the 3 campus are:

From Third Parties:

- Complaints about poor service granted by the IMSS (Mexican Social Security Institute)
 - Resolution: Each case is addressed through the administration of the various clinics, via letters explaining the problem and requesting a review of each case to reach a resolution.
- Complaints about poor service from the insurance company in terms of medical expenses not reimbursed in cash for the some medications, especially those that are necessary for lengthy treatments, and therefore costly.
 - Resolution: The cases are tracked through our insurance agent, and are solved for each as appropriate.
- Theft or robbery that employees have outside the CETYS facilities at hours of entry or exit.
- Resolution: Through the internal Security Department a request was made to the municipality for police patrolling at times of risk for the safety of our employees.
- Non- acceptance of food stamps at some stores.
 - Resolution: Notice is given to our supplier for verification of the status of suppliers for clarification.

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- o Other suppliers are being reviewed to expand the network of these to provide better service to employees.

Internal:

- Unfair salaries
 - o Resolution: Reviews are made with regards to the market and proposals are made to the Deans of each Campus and the Presidency relating to the adjustments that should be considered.
- Offered benefits are lower than the market offer.
 - o Resolution: We review annually in the months of January the benefits package with regards to the market and appropriate proposals are made.
- Disagreement with the issued uniforms.
 - o Resolution: At least three suppliers of uniforms are used to provide better quality for employees.
- Time clocks not set to standard time.
 - o Resolution: Periodic reviews are made by Human Resources and the TI Department to adjust problems of lags.
- Lack of training in some areas
 - o Resolution: Proposals from personnel and immediate supervisors are reviewed to schedule courses that meet the needs of the institution and its employees.
- Cleaning of bathroom areas.
 - o Resolution: Notice is given to the areas involved, in this case the Maintenance Department for follow-up relating to routine cleaning.
- Cleaning of water troughs.
 - o Resolution: Notice is given to the areas involved, in this case the Maintenance Department for follow-up relating to routine cleaning.
- Denominations of food vouchers.
 - o Resolution: Supplier was asked to provide vouchers to meet smaller denominations.
- Type of events that are offered to employees, such as field trips, lodging, and other recreational events, regarding times, locations, etc..
 - o Resolution: In the annual scheduling of these events, there will be a meeting with the areas involved to define what will be done during the next year considering the suggestions as well as the available budget.
- Problems with immediate superiors mainly relating to changes in schedules and days off.
 - o Resolution: Meetings with immediate superiors and supervisors in appropriate cases to analyze and determine the feasibility of the requested adjustments.
- Problems with coworkers, mainly relating to inappropriate or out of place comments.
 - o Resolution: Meetings with immediate superiors and supervisors to discuss each case and follow up on their resolution to avoid escalation of the problem.
- Insufficient parking.
 - o Resolution: The complaint is presented to the administrative and maintenance areas for analysis and to make the necessary adjustments, to submit a proposal to eliminate the problem

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- Administrative areas in the second floor (near study halls), complain about the noise made by students during breaks.
 - Resolution: The complaint is presented to the Dean of the Campus to review the impact on work and define possible solutions.

It is a primary goal of the Human Resources Department to implement an effective procedure that aids, cares and benefits the working environment on the campuses, giving employees a safe channel to express their opinions and suggestions to the institution, to be able to respond to these in a timely manner and according to policy, as well as the values and mission of CETYS, and this is why we will continue to promote suggestion boxes and email addresses, as well as the continuous documentation of the complaints provided personally by the employees to each of our offices.