

RESOLUTION OF STAFF COMPLAINTS: 5270P

Often with early and timely communication a concern can be appropriately dealt with informally without the need to file a formal complaint or grievance. When it becomes necessary to formalize the process, staff are expected to use the appropriate administrative or collective bargaining agreement procedures. Unless the employees Association/Union collective bargaining agreement provides other means of resolving a grievance, the following procedure has been established for resolving a complaint alleging violation of District policy filed by a member of the staff. An employee must select the use of one (1) District policy complaint process/procedure per alleged incident/occurrence rather than filing another complaint under different District policies/procedures regarding the same alleged incident/occurrence.

Step One

The staff member shall present the complaint in writing to his/her immediate supervisor within fifteen (15) calendar days of the action or incident. The written statement of the complaint shall contain:

- A. The facts upon which the complaint is based as the staff member who is filing the complaint sees them;
- B. A reference to the policies of the District which have allegedly been violated; and
- C. The remedies sought.

The staff member shall discuss this complaint with his/her immediate supervisor. If the complaint is against an administrator or another staff member, such individual shall be present at the meeting to present the facts as he/she sees them. A sincere effort shall be made to resolve the complaint at this level. If the aggrieved person does not appeal the complaint to the Superintendent within ten (10) calendar days of the aggrieved person's meeting with his/her immediate supervisor the complaint shall be waived.

Step Two

The Superintendent or designee shall, within ten (10) calendar days of the receipt of the complainant's appeal, meet with the staff member to hear his/her claim. If the complaint is against an administrator or another staff member, such individual shall be present at the hearing to present the facts as he/she sees them.

The Superintendent or designee shall render a decision regarding the appeal within ten (10) calendar days of the appeal hearing. If the complainant does not appeal the Superintendent's decision to the board through the Superintendent within ten (10) calendar days, the complaint shall be waived.

Step Three

If the complainant appeals his/her complaint to the Board as provided, the Board shall hold a hearing within ten (10) calendar days to hear the appeal of the Superintendent's decision. At the appeal before the Board, the complainant may be accompanied by counsel if the complainant

RESOLUTION OF STAFF COMPLAINTS: 5270P

wishes. If administrators or other staff are involved, they shall be present at the hearing to present the facts as they see them. The Board shall, within fifteen (15) calendar days of the complaint hearing, present its decision with respect to the complaint. The Board's decision as representative of the electorate of the District shall be considered final.