

COMPLAINTS CONCERNING ROP EMPLOYEES

The Superintendent or designee shall determine whether a complaint should be considered a complaint against the Baldy View Regional Occupational Program (ROP) and/or an individual employee, and whether it should be resolved by the ROP's process for complaints concerning personnel and/or other ROP procedures.

(cf. 1312.2 - Complaints Concerning Instructional Materials)

(cf. 1312.3 - Uniform Complaint Procedures)

(cf. 4144/4244/4344 - Complaints)

To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against ROP employees:

1. Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns.
2. If a complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may submit a written complaint to the employee's immediate supervisor.

A complaint should be filed within a reasonable period (not to exceed six months) after first knowledge.

3. All complaints related to ROP staff other than administrators shall be submitted in writing to the immediate supervisor. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so. Complaints related to a ROP administrator shall be initially filed in writing with the Superintendent or designee. Complaints related to the Superintendent shall be initially filed in writing with the Baldy View Regional Occupational Program Commission.
4. When a written complaint is received, the employee shall be notified within five working days.
5. A written complaint shall include:
 - a. The full name of each employee involved
 - b. A brief but specific summary of the complaint and the facts surrounding it
 - c. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter

COMPLAINTS CONCERNING ROP EMPLOYEES (continued)

6. Staff responsible for investigating complaints shall attempt to resolve the complaint to the satisfaction of the parties involved within 15 working days of receiving the written complaint
7. Both the complainant and the employee against whom the complaint was made may appeal a decision by the immediate supervisor in writing within five working days to the Superintendent or designee, who shall attempt to resolve the complaint to the satisfaction of the person involved within 15 working days.
8. Parties should consider and accept the Superintendent or designee's decision as final. However, the complainant, the employee, or the Superintendent or designee may ask to address the Commission regarding the complaint.
9. Before any Commission consideration of a complaint, the Superintendent or designee shall submit to the Commission a written report concerning the complaint, including but not limited to:
 - a. The full name of each employee involved
 - b. A brief but specific summary of the complaint and the facts surrounding it, sufficient to inform the Commission and the parties as to the precise nature of the complaint and to allow time for the parties to prepare a response
 - c. A copy of the signed original complaint
 - d. A summary of the action taken by the Superintendent or designee, together with his/her specific finding that the problem has not been resolved and the reasons
10. The Commission may uphold the Superintendent's decision without hearing the complaint.
11. All parties to a complaint may be asked to attend a Commission meeting in order to clarify the issue and present all available evidence.
12. A closed session may be held to hear the complaint in accordance with law.

(cf. 9321 - Closed Session Purposes and Agendas)

(cf. 9323 - Meeting Conduct)

13. The decision of the Commission shall be final.

COMPLAINTS CONCERNING ROP EMPLOYEES (continued)

Any complaint of child abuse or neglect alleged against a ROP employee shall be reported to the appropriate local agencies in accordance with law, Commission policy and administrative regulation.

(cf. 5141.4 - Child Abuse Prevention and Reporting)