

ARTICLE 18 COMPLAINTS

- 18.1 **Complaint Defined**: A complaint is a written expression of protest or dissatisfaction, which is less than a grievance as a grievance is defined in this contract.
- 18.2 **Complaint Procedure**: The Union and the District recognize that there may be employee complaints outside the scope of this contract. The parties also recognize that such complaints should be processed in a fair and timely manner and agree that the following procedure will serve that purpose. If the employee is not satisfied with attempts to resolve a complaint with his/her immediate supervisor, or for other reasons believe that additional support is appropriate to the circumstance, the following steps shall be taken:
- 18.2.1 Informally (verbally) present the circumstances to his/her immediate supervisor.
- 18.2.2 If resolution is not satisfactorily made informally, the complainant and his/her representative shall meet with the Personnel Director or designee who will initiate an appropriate plan to provide a resolution. Such resolution shall take place, whenever possible within five (5) working days.
- 18.2.3 Resolution may include an agreement between the complainant and an officer of the College with authority to resolve the issue.
- 18.2.4 Resolution may involve the determination that the complaint cannot be satisfied at a lower level, in which case it must be referred to the Superintendent/ President for final determination.