

COMPLAINT/OPEN-DOOR POLICY

An employee who feels he/she has a valid complaint*:

- 1.Shall first take his/her complaint, orally or in writing, to his/her supervisor.
- 2.If the complaint is not resolved in a mutually agreed-upon reasonable time period, the employee may take his/her complaint to the next level supervisor or Administrator.
- 3.If the complaint is not resolved in a mutually agreed-upon reasonable time period, the employee may take his/her complaint to the area Vice President.
- 4.If the complaint is not resolved in a mutually agreed-upon reasonable time period, the employee may take his/her complaint to the Special Assistant to the Superintendent/President for Human Resources and Legal Affairs.
- 5.If the complaint is not resolved in a mutually agreed-upon reasonable time period, the employee may take his/her complaint to the Superintendent/President.
- 6.Should the employee believe, after seeing the Superintendent/President, that his/her complaint is still not resolved, he/she may request to have it referred to the Governing Board. The employee must submit his/her complaint in writing to the Governing Board and may also present his/her complaint to the Governing Board in Closed Session, with the employee against whom the complaint was made also present in Closed Session.

Any discussion, at any level, will be held in strict confidence if the employee so wishes. There shall be no reprisals taken against an employee who seeks conflict resolution through this Policy.

This Complaint/Open Door Policy shall not preclude any employee from bringing any complaint, concern or issue directly to the Superintendent/ President pursuant to the open-door philosophy.

*This Policy shall not apply to contractual grievances.