

AP 3811 General Complaints and Complaints Concerning District Employees

The Superintendent/President or designee shall determine whether a complaint should be considered a complaint against the District or an individual employee, and whether it should be resolved under these or other District complaint procedures.

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

Informal Resolution

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. Informal resolution, however, is not required as a condition of filing a written complaint.

Time Lines

Complaints must be submitted in a timely fashion. Written complaints must be submitted within thirty (30) calendar days of the incident or within thirty (30) calendar days of the time the complainant should have known of the facts giving rise to the complaint, whichever occurs first, unless otherwise specified by state or federal law. The District reserves the right not to investigate or respond to untimely complaints.

1. Step 1: Immediate Supervisor. 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. If the complainant is unable to prepare the complaint in writing, administrative staff shall help the complainant to do so. When a written complaint is received, the employee shall be notified within five (5) business days.

A written complaint shall include the following information and be submitted on a District provided form:

- a. The full name of each employee involved;
- b. A brief but specific summary of the complaint and the relevant dates and facts, including copies of all relevant documents;

- c. A specific description of any prior attempt to discuss the complaint with the employee and the inability to resolve the matter; and
- d. The desired resolution to the complaint.

The immediate supervisor shall communicate with the complainant, investigate the complaint as needed, and respond to the complainant in writing. The immediate supervisor's decision shall be rendered within fifteen (15) business days from the date the written complaint is filed; however, additional time may be used if the extension of time is granted by the Superintendent/President or with the consent of the complainant.

If the complainant or the employee is not satisfied with the resolution proposed by the immediate supervisor, the issue may be appealed to Step 2.

- 2. Step 2: Superintendent/President. The Superintendent/President or designee shall review the written findings by the immediate supervisor and shall issue a written decision. The Superintendent/President or designee may conduct a further investigation into the complaint. The Superintendent/President or designee will attempt to render a written decision within thirty (30) business days of the date of the immediate supervisor's written findings. If additional time is needed, the Superintendent/President or designee will notify the complainant.
- 3. Complaints against the Superintendent/President. Complaints related to the Superintendent/President shall be initially filed in writing with the Board of Trustees. The Board may conduct any investigation it deems necessary. The Board will attempt to render a written decision within thirty (30) business days of the date the complaint is filed. If additional time is needed, the Board will notify the complainant. The Board's decision shall be final.