

## COMPLAINT PROCEDURE

**Employee Complaints** - The following procedure is designed to be used by an employee who has a complaint which falls outside the areas covered by the formal grievance procedure specified in the "Certificate Employee's Contract":

1. During each step of the procedure, the employee is entitled to be represented and/or accompanied by any individual of his or her choice. Such individual is entitled to participate in any manner desired by the employee.
2. First, discuss this concern with the employee or administrator immediately involved with or responsible for the activity in question; and/or, discuss the matter with the appropriate Instructional or Student Services Administrator. Complaints involving a employee's immediate Supervisor rather than to the employee.
3. Second, assuming the problem cannot be resolved in Step 2, take the problem to the appropriate Standing Committee of the College or to the appropriate committee of the Academic Senate of the S.C.E.A.
4. The Superintendent/President, Vice President for Academic Affairs, Vice President for Administrative Affairs, or Vice President for Student Services welcome the opportunity to discuss with a certificated staff member any problems that the employee might not care to present through the preceding channels or if it is not satisfactory resolved.

**Criticism and the Employee's Right to Due Process** – Whenever complaints about a Certificated employee are made to the College Administration and/or Governing Board by students, community members or colleagues, the criticism will be sincerely and courteously received and the employee will be informed, but the assumption will be maintained that the status quo is satisfactory until proven beyond reasonable doubt to be otherwise.

If a student or community member wishes to be identified and pursue the complaint with the College Administration or the Board, the employee is entitled to due process. A signed written communication of charges shall be delivered to the person charged and the employee shall have the right to confront witnesses to present evidence, and to be represented by advisors.