

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 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.
3. The Superintendent/President, or Vice President responsible for the area welcome the opportunity to discuss with a staff member any problems that the employee might not care to present through the preceding channels or if it is not satisfactorily resolved.
4. Assuming the problem was not resolved in Step 3, take the problem to the appropriate Standing Committee of the College or to the appropriate committee of the Academic Senate or the Bargaining Units.

Criticism and the Employee's Right to Due Process - Whenever complaints about an 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 Administrator 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.