

**SOLANO COUNTY COMMUNITY COLLEGE DISTRICT
HUMAN RESOURCES PROCEDURES**

COMPLAINTS

4280

The following procedures shall be used in processing complaints:

INFORMAL LEVEL

The involved parties, complainant and employee, are encouraged to make every attempt to satisfactorily resolve the complaint on an informal basis. If the matter is resolved to the satisfaction of both parties, no further action will be taken, and there will be no record made or retained of the complaint.

FORMAL LEVEL

Level I

If for any reason the complainant does not want to meet with the employee, or if he/she is not satisfied with the results of the meeting, he/she shall make a written statement of complaint stating as specifically as possible times, actions, places, and desired results within ten (10) working days of the alleged occurrence. If at this point the complainant does not make a written statement or files the complaint in an untimely manner, the matter shall be dropped.

The written complaint shall be sent only to the employee and immediate supervisor. A conference among the employee, supervisor, and the complainant shall be called by the supervisor within five (5) working days for the receipt of the written complaint in an effort to reach an agreement on what actions, if any, need to be taken with regard to the complaint. The discussion should stay within the framework of the written complaint. A letter recording the conclusions reached at the meeting shall be written by the supervisor and sent to the complainant, employee, and the appropriate Dean.

Only those complaints judged to be valid by the supervisor shall be placed in the employee's personnel file in accordance with the protections cited in Section 87031 of the Education Code. Records of complaints judged to be invalid by the supervisor shall be destroyed. If the complaint is ruled to be invalid, the employee may choose to have the record kept in his/her personnel file.

Level II

If a solution agreeable to all parties is not achieved at the first level, the employee may ask for a conference with the appropriate dean to be held within ten (10) working days of request. The employee's supervisor shall also be present at the meeting. Any of these three persons may request the complainant to be present.

Level III

If the matter is still not resolved to the satisfaction of all parties at the second level, the following procedure may be exercised by any of the parties within five (5) working days of the conference held at Level II;

1. Appeal to the Superintendent/President
2. An appeal to the Governing Board for final disposition by any dissatisfied party the procedure.

JW/cw
8/88

Procedrs