

POLICY: 205.4

#### HANDLING PROBLEMS, COMPLAINTS, OR GRIEVANCES

The Board strongly believes that all concerns, problems, and complaints that are not procedurally addressed by other Board policies or mandatory statutory/rule procedures (e.g., EEO/AA, harassment, Chapter 102) or by a master contract should be resolved at the lowest possible level within the District's structure (see Organizational Chart...Policy 304.3 and Exhibit 304.3).

A person with a problem, concern, or complaint should first consider contacting the person who is the cause of it, or is most immediately associated with it in an attempt to identify, clarify, and resolve the situation. If that action would be too emotional or volatile, the person should contact the next higher person in the chain of authority. Complaints, problems, or grievances that remain unresolved are to be moved through the chain of District authority. Appeals shall be heard by the Board only if the person used the chain of District authority. Concerns, problems, and complaints requested to be heard by the Board shall be placed on a meeting agenda by notifying the Secretary and/or the Superintendent. The Superintendent or his/her designee shall advise the person when it is an appeal about personnel and it should be differently dealt with. Anonymous complaints, problems, grievances shall not be considered by the Board.

If a District employee and the employee's complaint are included by definition in the grievance procedure of a labor agreement, then the grievance procedure shall be the sole and exclusive forum for resolving the complaint or grievance. Any complaint regarding a non-administrative employee may be processed through the chain of authority, but only through the Superintendent's level.

Adopted: 1/25/94  
Revised: 02/23/06  
Reviewed: 06/12/98, 5/12/14