



Approval Date: 06/12/91
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OPERATING PROCEDURE

Procedure Number/Name:	070.010.001 – Employee Complaints
Associated Rule Number/ Name:	070.010.000 – Employee Complaints
Responsible Department:	Chief Operating Officer

Overview

This procedure provides an orderly process for the consideration and possible resolution of problems in the application or interpretation of employment related administrative rule, operating procedure or Board or Education policy.

Areas of Responsibility

All CGCC non-union Employees

Operating Procedure

Time Periods and Limitations

All days in this operating procedure refer to working days of the college. Reasonable efforts shall be made by all parties to expedite the complaint/appeal process. If there is no mutual written agreement to extend the time limits, and if a complaint/appeal is not taken to the next step by the complainant within the specified time period of this operating procedure, the right of the individual to further appeal is terminated.

Step One

Typically, most complaints can be resolved informally through communication between the individual and his/her immediate supervisor. As a first step, the individual should meet with their immediate supervisor within five (5) working days of the occurrence or perception of an alleged violation, misinterpretation or inappropriate application of an employment related administrative rule, operating procedure or Board of Education policy.

In the meeting, the individual should identify the complaint and the specific action being sought to resolve it. Every reasonable effort should be made to resolve the matter informally and in a timely manner. Should that not be possible or appropriate, the individual may proceed to Step 2. Upon mutual agreement if the matter is outside the jurisdiction of the immediate supervisor a complaint/appeal may start at Step 2.



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In all cases the Chief Operating Officer must be notified prior to a Step 1 meeting or referral to Step 2.

Step 2

If the complaint/appeal can't be resolved through the process described in Step One, the individual should file a written complaint/appeal with the appropriate Chief Officer within five working days following the meeting in Step 1.

If a Step 1 meeting was not possible, appropriate, or the matter was outside of the jurisdiction of the supervisor then the written complaint must be filed within five (5) working days of the occurrence or perception of an alleged employment related violation, misinterpretation or inappropriate application of an related administrative rule, operating procedure or Board of Education policy .

If the complaint/appeal directly involves the employee's Chief Officer, the Chief Operating Officer will hear the Step Two complaint/appeal.

The complaint form shall identify (not all inclusive):

- the name of the individual filing the complaint/appeal,
- a detailed statement of the nature of the complaint/appeal,
- reasons for dissatisfaction with the decision from step one/decision from other process, and
- the specific action or resolution sought by the individual.

After receiving the form, the Chief Officer will:

- review the complaint/appeal,
- interview the parties, if necessary, and
- issue a decision.

Within 10 working days of receiving the complaint/appeal, the Chief Officer will provide a written decision accepting, denying or modifying the requested resolution.



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Step 3

If the employee is not satisfied with the decision of the Chief Officer at Step Two, the individual may appeal that decision to the President. The appeal shall be in writing and delivered to the President within 5 working days of the individual's receipt of the Chief Officer's written decision from Step Two.

The final appeal shall include

- the written complaint/appeal described in Step Two,
- a detailed explanation of the basis of the final appeal, and
- the action/resolution being sought.

The President will review the record from Step Two, interview parties as necessary, and issue a written decision within a reasonable time accepting, denying or modifying the requested resolution. The President's review will be based upon the record of the complaint/appeal. The President, may, in his or her discretion, request the parties to give a brief written or oral summary of their contentions if deemed necessary to understanding the facts/issues in the case.

On a complaint regarding any employment related administrative rule or operating procedures the President's decision is final. If the complaint is regarding an employment related Board of Education policy and the employee is not satisfied with the decision of the President an employee may proceed to Step 4.

Step 4

If the employee is not satisfied with the decision of the President at Step Three regarding an alleged violation, misinterpretation or inappropriate application of an employment related Board of Education policy the individual may appeal that decision to the Board of Education.

The appeal shall be in writing and delivered to the Chief Operating Officer within 5 working days of the individual's receipt of the President's written decision from Step Three.

The final appeal shall include



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- the written complaint/appeal described in Step Three,
- a concise explanation of the basis of the final appeal, and
- the action/resolution being sought.

The Board will review the record from Step Three and issue a decision. The Board's review will be based upon the record of the complaint/appeal. The Board Chair, may in his or her discretion, request the parties to give a brief written or oral summary of their contentions if deemed necessary to understanding the facts/issues in the case. The Board of Education's decision is final and shall be made in writing to the parties within a reasonable time.

Further Information

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References

CGCC Administrative Rules 070.010.000 - Employee Complaints

Forms

[Employee Complaint/Appeal form](#)