

CARBON CAREER & TECHNICAL INSTITUTE

SECTION: PROFESSIONAL EMPLOYEES

TITLE: COMPLAINT POLICY

ADOPTED: December 16, 2004

REVISED:

426. COMPLAINT POLICY	
1. Purpose	It is the policy of the Joint Operating Committee to establish reasonable and effective means of resolving difficulties which may arise among employees, to reduce potential areas of complaints and to establish and maintain recognized two-way channels of communication between supervisory personnel and professional employees not otherwise covered by the terms of a collective bargaining agreement.
2. Authority	<p>The Joint Operating Committee intends to expedite the process for all concerned parties. The policy aims to be used after an attempt has been made to resolve a difficulty on an informal basis between the parties concerned.</p> <p>The policy is to secure proper and equitable solutions to complaints at the lowest possible level, and to facilitate an orderly procedure within which solutions may be pursued. There shall be no reprisals of any kind against any employees or their representatives because of participation in a complaint or support thereof.</p>
3. Definition	<p>Terms used in this policy shall have the following definitions:</p> <p><u>Complaint</u> A complaint is any unresolved problem or interpretation of the policies, rules or regulations of the Board or written administrative procedures.</p> <p><u>A day</u> A day is any day for which an employee is contracted to work.</p>
4. Procedures	<p>Complaints shall be discussed in private, informal conferences between the parties involved. At least one such private meeting should take place between the parties before the complaint procedure is invoked.</p> <p>A complainant may be represented or accompanied at any higher level of authority by anyone of his/her choosing.</p> <p>The time limits provided for in this policy may be extended by mutual agreement of the parties. Any decision not appealed within the limits from one level to the next level in the complaint policy shall be considered settled on the basis of the last decision and not subject to further appeal.</p>

Level One - Immediate Supervisor

Within seven days after the occurrence of the act or omission giving rise to the complaint, the complainant shall present his/her complaint in a written statement to the immediate supervisor. This statement shall be a clear concise expression of the complaint, and the policy or law for which there is an alleged violation, the circumstances on which the complaint is based, the person(s) involved, the decision rendered at the private conference, and the remedy sought.

Within five days the immediate supervisor shall communicate his/her decision to the employee in writing. If the supervisor does not respond within the time limit, the complainant may appeal to the next level.

Either party to the complaint shall have the right to request a personal conference in order to resolve the problem. Either party may request the presence of one conferee.

Level – Administrative Director

If the employee is not satisfied with the decision at Level One, s/he may appeal the decision in writing to the Administrative Director within five days after receiving it.

This written statement shall include a copy of the original complaint, the decision rendered, the name of the appellant's conferee, if any, and a clear, concise statement of the reasons for the appeal.

The Administrative Director shall communicate a decision to the complainant within seven days. Either party in the appeal may request a personal conference within the above time limits. If the decision has not been rendered within the time limits, the complainant may appeal to the next level.

Level Three – Joint Operating Committee

Within seven days after receiving the decision of the Superintendent, the complainant may appeal the decision in writing to the Joint Operating Committee which shall schedule the matter for a hearing at an executive session to be held at the next regularly scheduled meeting. The complainant and/or his/her conferee shall be present at the hearing.

Within ten days the Joint Operating Committee shall submit its decision in writing together with supporting reasons to the complainant. A copy shall be furnished to the administrator involved and the Administrative Director. The decision of the Joint Operating Committee is final.

Miscellaneous Provisions

All documents, communications, and records dealing with the processing of a complaint shall be maintained in a separate file and shall not be kept in the personnel file of any of the participants.