

## ARTICLE 21 – PUBLIC COMPLAINT

### 21.1 Definitions:

21.1.1 Informal Complaint: An informal complaint is defined as an oral criticism of a bargaining unit member which could have a substantial impact on the bargaining unit member's reputation.

21.1.2 Formal Complaint: A formal complaint is defined as a written complaint which can have a substantial impact on the bargaining unit member's reputation and/or continuation of employment in the District.

21.1.3 Immediate Supervisor: The immediate supervisor shall be the bargaining unit member's evaluator or site administration.

21.2 If a complaint is received, every effort will be made to resolve the complaint at the earliest possible stage.

21.3 In the case of an informal complaint, it is understood that the immediate supervisor will attempt to resolve the complaint immediately. If the complaint is not resolved immediately, the bargaining unit member will be notified to assist in the resolution.

21.4 If a formal complaint is received, every effort shall be made to resolve the complaint through a conference between the complainant, the bargaining unit member, and administrative personnel. The bargaining unit member will be notified within five (5) working days, and the conference will be held within ten(10) working days.

21.5 The bargaining unit member shall have an opportunity to respond in writing to any written complaint within ten (10) days and have the response attached to the complaint.

21.6 Upon prior notification, an Association representative may attend conferences held regarding any complaint.

21.7 Should a bargaining unit member file a grievance alleging a violation of the procedures in Article 21-Public Complaints, the complaint will be withheld from the bargaining unit member's personnel file until the grievance process has been exhausted. Any remedy granted as a part of the grievance process will be implemented prior to final placement of the complaint in a bargaining unit member's personnel file.

21.8 Board members receiving complaints shall notify the Superintendent. Complaints must be processed through administrative channels with the person who receives the complaint notifying the next lower level as follows:

