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Administrative Regulation

COMPLAINT REVIEW PROCEDURE

Definition: A dispute arising out of alleged violations of established Board rules or policies or administrative regulations, or job relations, including the complaint of one employee against another employee.

This does not include contractual grievances or disciplinary appeals. A "grievance" is an allegation by a bargaining unit member that the District has violated an expressed provision of the Agreement and that by reason of such violation the grievant's rights have been adversely affected.

A. Purpose and Scope

The purpose of Internal Complaint Review is to afford all employees of the District the opportunity to seek internal resolution of their work-related complaints. The philosophy of the District is that all employees have free access to their immediate supervisors or to other District supervisors/department heads in the chain of command to informally express their work-related concerns. The District will attempt to treat all internal complaints and their investigation as confidential, recognizing, however, that in the course of investigating and resolving internal complaints some dissemination of information to others may be appropriate.

B. Procedure

Employees should file a complaint within 20 working days after the events that give rise to the employee's work related concerns, by completing a [Complaint Form](#) available from the office of Human Resources and on the College Website.

C. Investigation

The Vice President, Human Resources dates and logs all complaint forms and sends the employee an acknowledgement that the complaint is under review. The Vice President, Human Resources or his/ her designee investigates the complaint, meeting separately with the employee and with others who either are named in the complaint or who may have knowledge of the facts set forth in the complaint.

If complaints involve the Office of Human Resources, they may be referred to the Superintendent/President who will designate an investigator other than the Vice President of Human Resources.

On completion of its investigation, the Office of Human Resources orally reports its findings and conclusions to the employee. If the complaint is resolved to the employee's satisfaction, the terms of the resolution should be recorded and signed by

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both the employee and the Vice President-of Human Resources, or the Superintendent/President's designee in cases involving the Office of Human Resources.

D. Appeal

If the complaint is not resolved within 20 working days by the Office of Human Resources to the employee's satisfaction, the employee may submit a written request for review of the complaint to the Superintendent/President.

1. On completion of the appeal review, the employee shall receive a written explanation of the conclusion reached and the reasons for that conclusion from the Superintendent/President outlining the decision resulting from the appeal.
2. Disputes which are unresolved to the complainant's satisfaction may be brought forward to the Board of Trustees within thirty working days of the complainant's receipt of the President's decision.

E. Non-Retaliation

If an employee has filed a complaint in good faith, the employee shall not be disciplined or otherwise penalized because of the complaint, regardless of whether or not the complaint is sustained.

Adopted: 4/15/91
Revised: 8/17/10, 6/9/20