



# MANAGEMENT PROCEDURE

PROCEDURE NO. 403 / 252
DATE October 20, 1989
REVISION NO.
REVISION DATE
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## COMPLAINT/SUGGESTION PROCESS

### I. PURPOSE

To establish guidelines governing the steps to be followed by employees (who are not covered by a collective bargaining agreement) to process certain work-related suggestions and/or complaints.

### II. POLICY

It is the policy of the District to provide employees who are not covered by a collective bargaining agreement with a complaint/suggestion process to maintain effective and open communication between employees and the District. It is intended that such employees be afforded the opportunity to bring certain work-related complaints and/or suggestions to management's attention for consideration and, at the District's discretion, action.

### IV. DEFINITIONS

First Level Supervisor: The individual who signs as supervisor on the employee's Performance Appraisal.

Second Level Supervisor: The first level supervisor of the employee's first level supervisor.

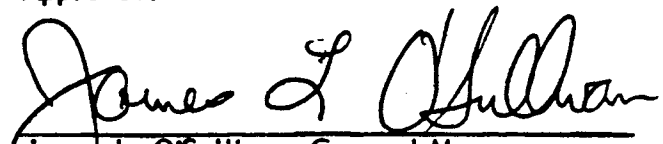
Complaint/Suggestion: Any dispute or problem, or suggestion, affecting the status or working conditions of employees, excluding the following: 1) affirmative action/EEO issues; 2) issues concerning employee misconduct and/or discipline related to employee misconduct; 3) issues concerning unsatisfactory performance

including unacceptable attendance; 4) issues concerning performance appraisal ratings and/or evaluations; 5) issues concerning classification/compensation; 6) issues concerning recruitment/selection, and 7) any issue concerning the District's budget process.

**IV. PROCEDURES:**

- A. An employee who has a work related complaint/suggestion which he/she wants to present to the District must submit to his/her first level supervisor a written memorandum detailing his/her complaint/suggestion, together with any other documentation that substantiates or supports the complaint/suggestion.
- B. The employee's first level supervisor shall consider the employee's written complaint/suggestion and any other documentation, and shall, within a reasonable amount of time, respond to the employee's complaint/suggestion in writing.
- C. If the employee is not satisfied with his/her immediate supervisor's response, the employee may submit to his/her second level supervisor both his/her initial complaint/suggestion documentation and his/her supervisor's written response to that complaint/suggestion.
- D. After the second level supervisor has reviewed and considered the employee's complaint/suggestion and the employee's supervisor's response, the second level supervisor may, at his/her complete discretion, meet with the employee and the employee's supervisor and discuss the complaint/suggestion.
- E. Whether or not the second-level supervisor arranges such a meeting, the second level supervisor shall, within a reasonable time, write and deliver to the employee a response to the employee's complaint/suggestion.
- F. The burden at all times shall be upon the employee to provide his/her immediate supervisor, in writing, with all of the information necessary for an evaluation of his/her complaint/suggestion. Neither the immediate supervisor nor the second-level supervisor has any obligation to engage in any independent fact finding or investigation concerning the employee's complaint/suggestion.
- G. The second-level supervisor's decision shall be final. No appeal or other review process exists for an employee complaint/suggestion under this Management Procedure.

Approved:

  
James L. O'Sullivan, General Manager  
DATED: October 20, 1989

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