



**Policy**

**7-8006 Citizen Complaints Concerning Employees**

Complaints concerning employees of the Yosemite Community College District should be directed to the employee’s immediate supervisor. Administrative procedures shall be developed which provide for various levels of review.

**Adopted:** June 28, 2004

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46

## Administrative Procedure

### 7-8006 Citizen Complaints Concerning Employees

The primary purpose of this procedure is to secure equitable, timely solutions to complaints. This procedure is not to be used for grievances under a bargaining contract or for any problem for which there is another procedure provided by law and/or implementing district policy/procedure.

#### I. Informational Level

Complaints related to the duties of an employee shall be called to the attention of the employee's immediate supervisor. An attempt will be made to reconcile the problem in an informal manner by consultation with the employee and the employee's immediate supervisor.

#### II. Formal Level

##### A. Step 1

If the complainant is not satisfied with the informal resolution, a written complaint may be filed with the College President or Vice Chancellor, Human Resources, within thirty (30) days\* of the incident. This statement shall be a clear, concise statement of the complaint, the circumstances involved, the decision rendered at the informal level, and the specific remedy expected.

The College President or Vice Chancellor, Human Resources, will investigate the complaint and consult with the employee and the employee's immediate supervisor and shall communicate his/her decision, in writing, to the complainant within ten (10) days after receipt of the written complaint.

##### B. Step 2

If the complainant is not satisfied with the decision by the College President or Vice Chancellor, Human Resources, he/she may appeal the decision within ten (10) days after receipt of the decision to the Chancellor. The statement shall indicate the decision to the Chancellor. The statement shall indicate the decision reached at Step 1 and a clear, concise statement of the reasons for the appeal. The Chancellor shall communicate his/her decision in writing to the complainant within ten (10) days after receiving the appeal.

\*A day is defined as any day in which the central administrative office of the District is open for business.

---

**Adopted:** June 28, 2004