
WEST HILLS COMMUNITY COLLEGE

CERTIFICATED STAFF

COMPLAINT POLICY

It is the policy of the Board to develop and practice reasonable and effective means of resolving difficulties which may arise among employees, to reduce potential problems areas, and to establish and maintain recognized two-way channels of communication between professional members.

The Board intends in this complaint policy to expedite the process for all parties concerned. The policy, therefore, has as its goal, the following:

1. The policy intends to be used after an attempt has been made to resolve a difficulty on a face-to-face basis between the parties concerned.
2. The policy is to secure proper and equitable solutions to complaints at the lowest appropriate level, and to facilitate an orderly succession of procedure within which solutions may be pursued.
3. There shall be no reprisals of any kind taken against any certificated employees or their representative because of participation in a complaint or support thereof, and not shall the complainant or his/her representative conduct reprisals against the Board.

For the purposes of this policy, the terms used herein shall have the following listed definitions:

Complaint – is an alleged violation of any unresolved problem concerning application or interpretation of State laws or regulations, the policies, rules or regulations of the Board of Trustees or written administrative procedures.

Problem – is a complaint relating to the conditions or circumstances under which an employee works.

Conferee – is a representative chosen by the complainant.

Day – is any day that the District Administrative Offices are open for business.

WEST HILLS COMMUNITY COLLEGE
Complaint Policy

CERTIFICATED STAFF

Alleged complaints should be discussed in private, informal conference between parties involved. At least one such private meeting should take place between the parties before the complaint procedure is involved.

The time limit provided for in this policy may be extended by mutual written 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.

Level One

- A. Within seven (7) days after the occurrence of the act or omission, giving rise to the complaint, the complainant must present his/her complaint in writing to the administrator with immediate administrative responsibilities for the position to which the complainant is assigned. This statement shall be a clear concise statement of the complaint and:
1. the policy or law for which there is an alleged violation;
 2. the circumstances on which the complaint is based;
 3. the person involved;
 4. the decision rendered at the private conference; and
 5. the remedy sought.
- B. Within ten (10) days the administrator shall communicate his/her decision to the employee in writing. If the administrator 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 complaint. Either party may request the presence of one conferee.

WEST HILLS COMMUNITY COLLEGE
Complaint Policy

CERTIFICATED STAFF

Level Two

- A. Within seven (7) days after receiving the decision of the administrator in Level One, the complainant may, on his/her own, or with his/her conferee, appeal the decision of Level One to the Chancellor. The appeal shall be in writing and shall be accompanied by a copy of the decision of Level One.
- B. Within seven (7) days after the delivery of the appeal, the Chancellor shall investigate the complaint, including giving all persons who participated in Level One a reasonable opportunity to be heard.

Within twelve (12) days after the appeal, the Chancellor shall submit his/her decision in writing together with the supporting reasons, to the complainant and the administrators involved.

Govt. Code 3543.2

Board approval date: _____