

Quick Reference Guide for Complaints and Grievances

Topics	Complaints	Grievances
Definitions	A “complaint” is defined as a general expression of dissatisfaction/concern with an employment related issue.	<p>A "grievance" is defined as a written claim by an employee of an alleged violation and/or inconsistent application of a written District policy/standardized practices or federal/state law.</p> <p>The term “grievant” is defined as an employee who submits a written grievance.</p>
Step 1	The employee should first contact his/her immediate supervisor. In the event the complaint involves the immediate supervisor, the employee should direct his/her complaint to the next supervisory level. It is strongly encouraged, but not required, that a complaint be written and include the nature and any factual information regarding the complaint.	<p>An employee may formally request resolution of an employment-related issue by submitting a written grievance to his/her immediate supervisor within five (5) working days of the incident or as soon as practicable. In the event the issue is with the immediate supervisor, the employee should direct his/her concerns to the next supervisory level.</p> <p>Within ten (10) working days from receipt of a written grievance, the supervisor reviewing the written grievance shall meet with the grievant and discuss the issue. Following the meeting, the supervisor reviewing the written grievance shall have five (5) working days to provide a decision in writing to the grievant.</p>
Step 2	If unresolved in Step 1, or if the issue involves the immediate supervisor, the employee may escalate the complaint to the next level supervisor.	<p>The grievant shall have five (5) working days from receipt of the written response from the reviewing supervisor (see Step 1) to file a written appeal to the next supervisory level. Copies of the grievance and written response received from the immediate supervisor must be attached.</p> <p>Upon receipt of the written appeal, the next level supervisor shall have ten (10) working days to meet with the grievant and discuss the issue. Following the meeting, the next level supervisor shall have five (5) working days to provide a decision in writing to the grievant.</p> <p>A copy of the written appeal and written response to the appeal shall be submitted to the reviewing supervisor in Step 1.</p>
Step 3	If unresolved in Step 2, the employee may submit the complaint in writing to the Office of Professional Standards (OPS) by completing the Complaint Questionnaire.	<p>If, following the chain of command with the immediate and next level supervisors, any issue remains unresolved, the grievant may file a written appeal with the Office of Professional Standards (OPS) by submitting the Grievance form. The written appeal must be filed within five (5) working days from receipt of the written response from the next level supervisor. Copies of the original grievance and written responses received from the immediate and next level supervisors must be attached.</p> <p>OPS shall have ten (10) working days from receipt of the written appeal to meet with the grievant and discuss the issue. Following the meeting, OPS shall have fifteen (15) working days to provide a decision in writing to the grievant.</p>

		A copy of the written grievance and all appeals and decisions shall be submitted to the lower level supervisors and maintained by OPS.
Step 4	If unresolved in Step 3, the employee may escalate the complaint to the Chief of Staff for final consideration.	<p>If an issue remains unresolved following communication with OPS, the grievant may file a written appeal with the Chief of Staff within ten (10) working days of receipt of a decision from OPS. Copies of the grievance and all appeals and decisions must be attached.</p> <p>The Chief of Staff shall render a final decision within fifteen (15) working days of receipt of the written grievance.</p> <p>A copy of the final decision shall be submitted to lower level supervisors and OPS. A copy of the final decision shall be placed in the personnel file of the grievant.</p>