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WEST HILLS COMMUNITY COLLEGE

CLASSIFIED PERSONNEL

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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 problem areas of the complaints, and to establish and maintain recognized two-way channels of communication between classified and supervisory personnel.

The Board intends in this complaint policy to expedite the process all parties concerned.

An employee shall appeal any personnel problem, verbally, not covered by the negotiated Grievance Procedure, to his/her immediate supervisor, and if no satisfactory resolution is achieved he/she may submit the complaint, in writing, to his/her immediate supervisor for further consideration, then to the Vice Chancellor of Business Services and then to the Chancellor. Appeals may be finally carried to the Governing Board, but they must first follow the above channel.

Board approval date: \_\_\_\_\_