

## **Complaint Procedures for Nonunion Support and Administrative Personnel**

The Board of Directors believes the Agency Nonunion Support and Administrative employees should discuss and resolve complaints they may have about the Agency or their job with their immediate supervisor in order to provide a speedy resolution of the complaint.

For all complaints regarding a violation of a Board policy or an administrative rule, the employee shall report the complaint to his/her immediate supervisor within five days of the alleged policy violation. The alleged policy violation shall first be discussed with his/her immediate supervisor and resolved.

If the complaint cannot be resolved by the employee's immediate supervisor, the division director shall discuss the complaint with the employee and resolve the matter.

If the division director cannot resolve the complaint, the employee shall, within five days of the discussion regarding the complaint with the division director, make the complaint in writing to the Assistant Chief Administrator/Director of Human Resources and arrange to discuss the matter with the Assistant Chief Administrator/Director of Human Resources.

Should the matter not be resolved within ten days of the discussion with the Assistant Chief Administrator/Director of Human Resources, the employee may ask to have the complaint taken to the Chief Administrator. The Chief Administrator will work to resolve the issue.

Should the issue not be resolved, the Chief Administrator will consult with the Board President. The Board President, at their discretion, may decide whether or not the matter may be placed on the agenda of the next Board of Directors meeting. If the Board President does not request that the matter be placed on the agenda, the decision of the Assistant Chief Administrator/Director of Human Resources is final. If the matter is placed on the Board agenda, the decision of the Board shall be final.

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