

# AP 7280 Complaint Procedure, Classified Employees

## Informal Procedure

The complainant shall meet with his/her immediate supervisor as soon as possible to discuss the complaint in an effort to informally resolve the complaint.

## Formal Procedure

### **Step One**

If the complainant is not satisfied with the informal resolution of the complaint, he/she must present the complaint in written form to the immediate supervisor within fifteen workdays of the incident. The written statement shall contain a clear and concise statement of the complaint, the facts involved, the decision (if any) at the informal conference, and the specific remedy or solution sought by the complainant. The immediate supervisor shall communicate a decision to the complainant in writing within five working days after receiving the written complaint.

### **Step Two**

If the complainant is not satisfied with the decision at Step One or if the immediate supervisor does not respond within five working days, the complainant may appeal in writing to the Chief Human Resources Officer (CHRO).

The appeal statement shall include a copy of the original complaint, the decisions rendered at previous levels, and a clear and concise statement of the reasons for the appeal. The CHRO shall communicate a written decision within five working days of receiving the appeal.

### **Step Three**

If the complainant is not satisfied with the decision at Step Two, the complainant may appeal in writing to the Chief Executive Officer (CEO).

The appeal statement shall include a copy of the original complaint, the decisions rendered at previous levels, and a clear and concise statement of the reasons for the appeal. The CEO shall communicate a written decision within five working days of receiving the appeal.

### **Step Four**

If the complainant is not satisfied with the decision at Step Three, the complainant may appeal in writing to the Board of Trustees within five working days of receiving the CEO decision.

The appeal statement shall include a copy of the original complaint, the decisions rendered at previous levels, and a clear and concise statement of the reasons for the appeal. The Board of Trustees shall communicate a written decision within 30 days of the first scheduled Board meeting after receipt of the appeal. The decision of the Board of Trustees shall be final and binding.