

GRAYS HARBOR COLLEGE
Operational Policy

Subject: COMPLAINT PROCEDURE, NON-REPRESENTED CLASSIFIED EMPLOYEES AND ADMINISTRATIVE EXEMPT STAFF

Operational Policy Number: 603

Date adopted: 1/26/87 Revised: 1/17/95, 04/17/07

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This policy establishes a complaint procedure for non-represented classified and administrative exempt staff. Wherever the term “employee” appear in this policy, the reference shall mean non-represented classified staff and administrative exempt staff.

- A. A complaint within the meaning of this policy may relate to any condition arising out of the employer-employee relationship, including but not limited to: compensation, working hours, working conditions, or the interpretation of any law, regulation or policy affecting that relationship.
- B. An employee or his/her representative shall be allowed to investigate and process complaints without loss of pay, and may devote reasonable periods of time during working hours to pursue the steps in this procedure.
- C. An employee shall initiate his/her complaint within thirty (30) calendar days of the effective date of the action or condition causing the complaint, or within thirty (30) calendar days of the time within which the employee became aware, or should have become aware, of the action or conditions causing the complaint. All complaint reviews shall be held during working hours.
- D. The complaint procedure shall be as follows:
 - 1. A complaint shall be discussed with the employee's immediate supervisor. The employee(s) may choose to have a representative present to represent the employee at any of the four (4) steps.
 - 2. If the complaint is not satisfactorily resolved within five (5) working days, the complaint shall then be reduced to writing and submitted to the immediate supervisor. The immediate supervisor shall return the complaint to the employee with a decision in writing within three (3) working days of receipt of the complaint.
 - 3. If the complainant is still dissatisfied, he/she may, within five (5) working days of the receipt of the Step 2 response, appeal in writing to the Chief Human Resources Officer. The appeal shall consist of the written complaint materials and the decision referred to in D-2 together with any additional comments or materials deemed relevant by the complainant.

The Chief Human Resources Officer shall submit a written reply to the employee within five (5) working days following the receipt of the complaint.

- 4. If still dissatisfied, the complainant may, within five (5) working days, submit a written request for a review to the President of Grays Harbor College which should include all written materials pertaining to the complaint including the reply of the Chief Human Resources Officer.

The president shall review and submit in writing a decision on the complaint within ten (10) working days of the receipt of the request. The president's decision will be final and complete the process.

5. If, at any step, the college official does not comply with the time limitations stated in this policy, the employee may proceed to the next step of this procedure.
 6. At any step during this complaint process the time may be extended by mutual agreement.
- E. GHC and the employee shall follow the steps outlined above before either party utilizes some other process or procedure to resolve the disagreement
 - F. Nothing in this policy shall preclude any employee from submitting a complaint directly through his/her own attorney or other representative.
 - G. All known information pertaining to a complaint shall be made available to both parties at Steps D-1 through D-4 above.
 - H. No employee shall be coerced or shall suffer any reprisal by the employer or the employer's representative with regard to the initiation, processing, or the resolution of any complaint.