

**STAFF COMPLAINTS AND APPEALS**

Complaints arising out of a violation, interpretation or inappropriate application of College policies or procedures will be processed in accordance with the following procedures. However, this procedure does not apply to:

- Matters that are covered by a collective bargaining agreement (refer to the applicable collective bargaining agreement for the required procedure and time limits).
- Complaints or concerns regarding unlawful discrimination, harassment or retaliation (refer to the reporting procedure in the College's Discrimination/Harassment policy and AAO/EEO policy APP 7165).
- Disciplinary or other actions that have been approved by the President of the College.

**INFORMAL RESOLUTION**

The College encourages prompt resolution of all complaints, misunderstandings, or disputes. A reasonable effort by the complainant and other involved person(s) to arrive at an informal resolution of differences should occur before the formal complaint procedure is initiated. If the complaint is not resolved, the complainant may initiate the formal complaint procedure.

**FORMAL COMPLAINT PROCEDURE**

- Step I            After the complainant has made a good faith effort to resolve the situation with the other involved person(s), and has been unsuccessful in reaching a satisfactory resolution, the complainant, (within thirty [30] days of the occurrence of the complaint, dispute, or misunderstanding), must complete and submit a complaint form to the Vice President of Administrative Services, AAO/EEO. The Vice President of Administrative Services, AAO/EEO will refer the complaint to the appropriate staff member for investigation and notify the complainant by registered mail. The College official investigating the complaint will arrange meetings to discuss the issue with all concerned parties within ten (10) working days of receiving the complaint. Within an additional twenty (20) College working days, the complainant will receive written notification of the investigator's decision by certified mail. The investigation timeline may be extended if the investigation reveals the need for additional information. In no case will an investigation extend beyond three months from the date of initial filing of the formal complaint.
- Step II            If the complainant is not satisfied with the decision at Step I, he/she may submit a written appeal to the Vice President of Administrative Services, AAO/EEO. This must be done within ten (10) College working days of receipt of notification of the decision in Step I. A written decision regarding the appeal will be provided by the appropriate College Vice President within ten (10) College working days of receipt of the appeal.
- Step III            If the complainant is not satisfied with the decision at Step II, he/she may submit a written appeal to the President or designee. This appeal must be filed within ten (10) College working days of receipt of notification of the Step II decision. The President, upon reviewing the complaint, may request additional information at his/her discretion, or make a decision based solely on the information presented in the complaint and previous responses. The decision of the President shall be final.

Direct complaints related to employment may be filed with the U.S. Department of Labor, Equal Employment Opportunity Commission, the Office of Federal Contract Compliance Programs, or Oregon Bureau of Labor and Industries. Direct complaints related to educational programs or services may be made to the Regional Civil Rights Director, U.S. Department of Education, and Office for Civil Rights.

Adopted as Administrative Procedure:

Procedure # 6.2.070 July 28, 2003

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