Board Policy 441: Complaint Procedures for Administrators & Staff
Personnel

Definitions

Complaint
A complaint is a claim by a complainant of an alleged violation, misinterpretation or misapplication of Board policies, rules, or regulations. A "complaint" for purposes of this policy does not include a complaint arising under a more specific policy or procedure, such as a complaint of discrimination or hostile environment based on protected class. When a more specific policy or procedure applies to the subject matter, the complaint will be handled in accordance with the applicable policy or procedures.

Complaintant
A complainant may be any non-faculty employee of the District who presents a good faith, bona fide complaint in accordance with the procedures set forth herein.

Conditions
The Director of Human Resources and Payroll will coordinate the efforts of Iowa Valley Community College District to comply with and carry out its responsibilities under this policy. A copy of each complaint form and of responses to the complainant will be filed with this administrator.

The failure of a complainant to meet the timelines set forth in this policy will act as a bar to any further processing of the complaint through this procedure. The failure of a supervisor or administrator to meet these timelines will permit the complainant to proceed to the next step.

Complaint forms will be available through the Human Resources website.

Any investigation or other handling or processing of any complaint will be conducted discreetly and to minimize interference with, or interruption to, the work activities of the complainant or other employees.

Procedures

The purpose of this policy is to resolve complaints at the lowest possible management level. In order to do this, the following steps will be followed:

1. A complainant will first attempt to resolve their complaint by informal discussion between the complainant and the immediate supervisor. The informal discussion will take place within ten (10) working days of the event giving rise to the complaint. An informal discussion will be initiated by the complainant informing the immediate supervisor that he/she has a complaint and identifying the Board policy, rule, or regulation under which the complaint arises.
2. If the complaint cannot be resolved informally, the complainant will file a written complaint with the immediate supervisor within seven (7) working days of the informal discussion. Within five (5) working days of the written complaint filing, the immediate supervisor will meet with the complainant at a time and place convenient to the parties. Within five (5) working days of such meeting, the immediate supervisor will supply the complainant with a written response. If the unit head is the immediate supervisor at Step 2, the next appeal is to Step 4.
3. If the decision of the immediate supervisor is not acceptable to the complainant, the complainant may within five (5) working days of the written response file an appeal to the unit head. The unit head, or representative, will meet with the complainant at a mutually agreeable time and place within seven (7) working days of the written appeal to the unit head. Within five (5) working days of the unit head's meeting, the unit head, or representative, will supply the complainant with a written response.
4. If the decision of the unit head is not acceptable to the complainant, the complainant may within five (5) working days of the written response of the unit head file an appeal to the President. The President will conduct such investigation of the complaint as is felt warranted and will schedule a

conference with the complainant and unit head within ten (10) work days following receipt of the appeal request. The President will submit a written response within ten (10) work days following the conference. If the response is acceptable to the complainant, there will be no further action.

5. If the complainant is not satisfied with the disposition in Step (4), the complainant will notify the President within fifteen (15) working days following receipt of the President's written response that an appeal to the President of the Board of Directors of Iowa Valley Community College District is requested.
6. The President of the Board of Directors will consider the complaint within fifteen (15) working days. If more information is needed, the Board President may defer his/her decision within fifteen (15) working days. The Board President in his/her discretion, may determine whether or not to conduct any further hearing or to consider the matter on the basis of the record made at the prior steps of the complaint procedure. After due consideration of the complaint and all previous communications, the Board President will render a recommendation to the full Board for action at the next board meeting. The Director of Human Resources and Payroll will inform the complainant within (5) work days of the meeting at which the Board decision was reached. The decision of the Board is final and binding upon all parties.

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Legal Reference
None

Related Administrative Rules and Regulations
None

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