

GRIEVANCE POLICY**SECTION 6.03****Effective Date: October 15, 2015****Approved By: Governing Board** 

Employees may have questions or concerns caused by misunderstandings in the application of policies, procedures and work rules. CAC believes these questions and concerns heard promptly, and action taken to resolve or clarify a particular situation. Complaints regarding unlawful discrimination or harassment should be brought according to the unlawful discrimination and harassment policy contained in this manual.

Neither this Policy, nor any other Policy or Procedure affecting personnel modify the at-will employment relationship of all employees without a written employment contract. Neither this, nor any other Policy or Procedure shall confer contractual rights to any employee nor create contractual obligations enforceable against the agency.

All employees shall have the right to file a complaint without fear of retaliation. No employee shall be disciplined, harassed or treated unfairly in any manner as a result of filing a complaint.

A complaint is defined as a disagreement between an employee and CAC as to the interpretation or application of official policies, departmental rules and regulations, or other disagreements perceived to be unfair or inequitable relating to treatment or other conditions of employment. The following is the procedure to be followed when an employee has a complaint as defined above:

Step 1: Immediate Supervisor.

An employee having a complaint shall file it in writing with his Immediate Supervisor, as outlined in the procedure for his work unit. The employee's Immediate Supervisor will review the complaint and attempt to resolve the complaint within a reasonable time and will provide the employee with a written response. Step 1 may be bypassed by either the employee or Immediate Supervisor if the Immediate Supervisor lacks the authority to make a change and/or the Immediate Supervisor is the subject of the complaint.

Step 2: Department Head.

Where the employee is not satisfied with Step 1 response of the Immediate Supervisor, the employee may submit the original complaint to the Department Head within seven (7) calendar days of the supervisor's written response. The Department Head will review all material provided and provide the employee with a written response in a timely manner.

Step 3: Employer (Executive Director or Governing Board).

Where the employee is not satisfied with the Step 2 response, the employee may submit the original complaint to the Executive Director or Governing Board within seven (7) calendar days. The Executive Director or Governing Board will review all material provided and will provide the employee with a written response in a timely manner. The Step 3 response shall be final.