

**McCLOUD COMMUNITY SERVICES DISTRICT**  
**Policy and Procedure Manual**

**POLICY TITLE:** Staff Complaints  
**POLICY NUMBER:** 2181  
**ADOPTED:** November 22, 2004  
**REVIEWED:** August 8, 2018, 11-9-23  
**AMENDED:** January 27, 2014, September 10, 2018

**2181.10** The Board of Directors desires that staff complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic.

**2181.20** A complaint is an allegation by a member of the District staff of a violation or misinterpretation of a District policy, state or federal statute of which the individual has been adversely affected.

**2181.30** The method of resolving complaints shall be as follows:

**2181.31** The individual, if represented, may submit the complaint to the Shop Steward or Union Business Representative. Represented or unrepresented employees with a complaint shall first discuss the matter with their immediate supervisor or directly with the General Manager with the objective of resolving the matter informally.

**2181.32** If the individual registering the complaint is not satisfied with the disposition of the complaint by their immediate supervisor, the complaint may be filed with the General Manager. Within seven (7) days, the General Manager shall meet with the person filing the complaint to resolve the matter. At the option of the General Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The individual filing the complaint may request a written decision from the General Manager.

**2181.33** If the individual filing the complaint is not satisfied with the disposition of the matter by the General Manager, a written complaint may be filed with the Board of Directors within ten (10) days of receiving the General Manager's decision. The Board may consider the matter at the next regular meeting, or call a special meeting (in closed session, unless the employee requests open session). The Board will expeditiously resolve the matter. In making the final decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The individual filing the complaint may request a written decision from the Board.

**2181.40** This policy is not intended to prohibit or deter a staff member from appearing before the Board to verbally present a testimony, complaint or statement in regard to actions of the Board, District programs and services or impending considerations of the Board.