



8.15. Dispute Resolution. The District recognizes that sometimes situations arise in which an employee feels that he/she has not been treated fairly or in accordance with District rules and procedures. For this reason, the District provides its employees with procedures for resolving disputes.

8.15.1. Step 1: An employee should first try to resolve any problem or complaint with his/her direct supervisor. The supervisor should respond to the employee, in writing, within five to seven working days after meeting with him/her.

8.15.2. Step 2: If the employee is not satisfied with the response from his/her Supervisor, the employee may submit the problem, in writing, to the District General Manager, or designee within ten working days after receiving their direct supervisor's response. The written complaint must contain, at a minimum:

- (a). A description of the problem;
- (b). A specific practice, guideline, or procedure, which the employee believes, has been misapplied;
- (c). The date of the circumstances leading to the complaint or the date when the employee first became aware of those circumstances;
- (d). The remedy sought by the employee to resolve the dispute.

8.15.3. The Manager or District General Manager may meet with the parties, either individually or together, and will respond in writing to the aggrieved employee within ten working days of any such meeting. Such determination is generally the final decision regarding the employee's specific complaint. In the instance where the District General Manager is the subject of the complaint, the District Board President or designee will perform the actions normally done by the District General Manager.