

**BOARD POLICY  
San Mateo County Community College District**

**Subject:** 5.06 Non-Represented Employees: Conflict Resolution

**Revision Date:** 2/11

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1. A complaint by a non-represented employee that s/he has been adversely affected by a misinterpretation, violation or misapplication of policies of the Board of Trustees or administrative procedures shall be addressed in a manner to obtain a solution at the lowest possible management level.
2. Any complaint first should be discussed informally with the employee's immediate supervisor in an effort to resolve the problem. If the problem is unresolved, the complainant may request a review by the College President or, in the case of a District Office employee, by the Executive Vice Chancellor. If the immediate supervisor is the College President or the Chancellor, the Chancellor may designate another administrator to hear the conflict at this stage.
3. If the problem is still unresolved, a non-represented employee may then request a formal administrative review of the complaint by the Chancellor by filing a written request. The request should include both a description of the specific grounds for the complaint and specific actions requested which will remedy the complaint. The decision of the Chancellor shall be final.
4. The District shall not take reprisal affecting the employment status of any non-represented employee because of the employee's participation in the conflict resolution process.