

## 5.06 Non-Represented Employees: Conflict Resolution

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 ~~handled in such a manner as to secure~~ addressed in a manner to obtain a solution at the lowest possible management level.
2. Any complaint ~~first~~ should be discussed ~~first~~ 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 ~~Chancellor's-District~~ Office employee, by the ~~Executive Vice Chancellor-Superintendent~~. If the immediate supervisor is the College President or the Chancellor-~~Superintendent~~, the Chancellor-~~Superintendent~~ may designate another ~~manager 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-~~Superintendent~~ 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-~~Superintendent~~ 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.

(~~6/92~~ Revised xx/11)