

12.0 PROBLEM SOLVING PROCESS

12.1 DISTRICT POLICY

The District strives for fair treatment of all employees, however, misunderstandings and problems may occur in any organization. The District intends that such matters be resolved as early and fairly as possible. Disagreements relating to work assignment, pay, promotion opportunity or any aspect of the work relationship should be openly discussed with the immediate supervisor. Supervisors and employees should make honest attempts to understand each other's perspectives and make every effort to resolve differences.

12.2 STEPS TO SOLUTION

If at any time an employee believes he/she is not being treated fairly, the employee may report the problem to the Supervisor or the Director of Administrative Services. Several steps are suggested to insure that a prompt and fair resolution is achieved.

- A.** Talk with your supervisor as soon as possible. Your supervisor is the person responsible for what goes on in your work area. He/she will review your problem and keep you informed of the progress. Your supervisor will follow up with you as soon as possible.
- B.** If you believe the problem is not properly resolved, and you prefer to move forward with a solution, you are required to fill out a complaint form concerning the problem. The complaint form can be provided to you by your Supervisor or by the Director of Administrative Services. The complaint form should be sent to the Director of Administrative Services or your Supervisor. Your Supervisor will give you a written reply within ten (10) working days after the written statement is received, unless additional time is needed.
- C.** The District Manager will review any decision upon request, investigate further if appropriate, and issue a decision. The employee's request for consideration of the District Manager must be made within ten (10) working days from receipt of the supervisor's decision. The employee may present further facts, documents or argument.
- D.** The District cannot guarantee that an employee's point of view will be accepted, but supervisors and the District Manager will always listen and make every effort to insure that problems are resolved fairly and in the public interest.