

ARTICLE 22. Complaint Procedure

A. Definition

A complaint is a dispute of one or more employees involving the interpretation or application of a written rule or policy not set forth in this Agreement, or a dispute involving an issue which is otherwise excluded from the Grievance and Arbitration procedures of this Agreement.

B. Procedure

1. A complaint shall be reviewed by the department head or designee for possible resolution. If the complaint is not resolved, the employee may request a meeting with the Personnel Manager or designee within fourteen (14) calendar days.
2. If the employee requests a meeting, the Personnel Manager or designee and the complainant shall meet to discuss the employee's complaint. The complainant may be represented by a full-time business representative and/or steward of the Union. The complainant may present support for his/her contentions through other employees.

C. Limitations

Disputes arising from this Article, including a complaint filed under this Article, shall not be subject to the Grievance or Arbitration procedures of this Agreement.