

B.8.1.1 Administrative Remedies Before Resort to Citizens to Be Heard

Responsible Department: Office of the Chancellor, Legal Services

Based on Board Policy: [B.8.1](#) - Board Meetings

Approved: 10-27-15

Last Amended: 5-14-18

Policy [B.8.1](#) directs that an employee or student wishing to address the Board personally or through another person during Citizens to Be Heard should first attempt to resolve a complaint or suggest a policy revision administratively through resolution channels established by policy and procedure.

Faculty and non-faculty employee non-policy complaints should be addressed through Policy [D.3.3](#) (Employee Complaints), Policy [D.3.2](#) (Protection from Retaliation), Policy [H.1.2](#) (Civil Rights Discrimination, Harassment and Retaliation), or Policy [D.5.6](#) (Employee Suggestion Plan Incentive Program), whichever policy is applicable, and the procedures associated with each policy. Faculty and non-faculty non-policy employee complaints also should be addressed through any other policy or procedure approved by the Board, including Policy [D.10.2](#) (Separation from Employment).

Non-faculty employee policy complaints or suggestions should be first addressed to the - for presentation to the District Administration.

Faculty employee policy complaints or suggestions should be first addressed to the pertinent department head for presentation to the College Administration with recourse to the College Faculty Senate and the District United Faculty Senates.

Student non-policy complaints should be addressed through Policy [F.4.2](#) (Student Code of Conduct), Policy [F.4.6](#) (Academic Grievances), Policy [F.4.7](#) (Non-Academic Grievances), or Policy [H.1.2](#) (Civil Rights Discrimination, Harassment and Retaliation), whichever is applicable, and the procedures associated with each policy.

Student policy complaints or suggestions should be first addressed through the Student District Council.

Any other complaints by members of the general public who are not students or employees should be first addressed to the College President or District Vice-Chancellor with responsibility for the matter or, if that responsibility is not readily determinable, then to the Chancellor for appropriate internal referral.