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Policy on Faculty Formal Complaint Process

Purpose: This policy aims to:

- Provide a structured process for faculty members to raise formal complaints.
- Ensure that all complaints are investigated thoroughly and impartially.
- Maintain confidentiality and protect the rights of all parties involved.
- Promote a healthy and conducive work environment by addressing grievances effectively.

Scope: This policy applies to all faculty members and employees at California Career College. It covers complaints related to:

- Workplace harassment and discrimination.
- Unfair treatment or disciplinary actions.
- Violations of college policies or procedures.
- Any other employment-related issues.

Policy:

Complaint Process

- **Step 1: Informal Resolution**
 - Before initiating a formal complaint, faculty members are encouraged to attempt to resolve the issue informally by discussing it with the person(s) involved or their immediate supervisor. If the issue remains unresolved or the faculty member is uncomfortable with this approach, they may proceed to the formal complaint process.
- **Step 2: Filing a Formal Complaint**
 - Complaints must be submitted in writing to the Program Director or Assistant Director.
 - The written communication should include a detailed description of the complaint, relevant dates, and any supporting documentation.
 - The complainant will receive an acknowledgment of receipt within five business days.
- **Step 3: Initial Assessment**
 - The Program Director or Assistant Director will conduct an initial assessment to determine if the complaint falls within the scope of this policy.
 - If the complaint is not within the scope, the complainant will be informed, and alternative avenues for resolution may be suggested.
- **Step 4: Investigation**
 - The Program Director or Assistant Director will conduct a thorough and impartial investigation, which may include interviews with the complainant, respondent, and any witnesses.
 - The Program Director or Assistant Director will review all relevant documentation and evidence.

- The investigation will be completed within 30 business days, unless an extension is necessary and communicated to all parties involved.
- Step 5: Findings and Recommendations
 - The Program Director or Assistant Director will prepare a written report summarizing the findings and any recommendations for corrective action.
 - The complainant and respondent will be informed of the outcome in writing within ten business days of the investigation's completion.
- Step 6: Appeal Process
 - If the complainant or respondent is dissatisfied with the outcome, they may file a written appeal to the Chief Executive Officer of California Career College within ten business days of receiving the decision.
 - The appeal should clearly state the grounds for the appeal and any new evidence or information.
 - The Chief Executive Officer will review the appeal and issue a final decision within 20 business days.

Confidentiality

All parties involved in the complaint process are expected to maintain confidentiality to protect the privacy of those involved and the integrity of the investigation. Information will be disclosed only to those who need to know in order to investigate and resolve the complaint.

Non-Retaliation

California Career College strictly prohibits retaliation against any faculty member who files a complaint in good faith or participates in the investigation. Any form of retaliation will be subject to disciplinary action, up to and including termination.

This policy is designed to provide a clear and fair process for addressing faculty complaints at California Career College. By following these guidelines, we aim to uphold the highest standards of professionalism and respect within our academic community.

Effective Date: This policy is effective as of June 1, 2023.

Review and Revision: This policy will be reviewed annually and revised as necessary.