

ARTICLE 23. COMPLAINT PROCEDURE

A. 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 or Arbitration Procedures of this Agreement.

B. Procedure.

1. As soon as practicable, the employee(s) shall discuss the complaint with his/her immediate supervisor to attempt to resolve the matter.
2. If the complaint is not resolved through informal discussion with the immediate supervisor, the employee(s) may request a review of the complaint by the department head or his/her designee.
3. If the complaint is not resolved by the department head, the employee(s) may request a review by the Labor Relations Manager (or designee), within fourteen (14) calendar days of the department head's decision. If a meeting is held, the complainant(s) may be represented by a full-time business representative and/or steward of the union.

C. Limitations.

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