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**Administrative Regulation**  
Chapter 7 – Human Resources

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**AR 7800            CITIZEN COMPLAINTS AGAINST DISTRICT PERSONNEL**

The normal procedure for complaints by citizens concerning District personnel shall be to encourage the complainant to begin with a discussion with the employee in an attempt to resolve the complaint.

If the problem is not resolved to the satisfaction of the complainant, informal discussion is encouraged with the employee's immediate supervisor in an attempt to resolve the complaint.

If the problem is not resolved to the satisfaction of the complainant through discussion with the employee or the employee's immediate supervisor, a written complaint may be submitted to the administrator above the employee's immediate supervisor. A copy of the written complaint shall be given to the District employee involved. Established District complaint procedures may be used to resolve the problem.

If the problem is not resolved to the satisfaction of the complainant through this procedure, an appeal may be made to the Board of Trustees. The decision of the Board of Trustees shall be final and binding.

**References:**  
No specific references

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**Approved:** September 2003  
**Updated:** November 2018

*(Replaces SMC AR 3130)*