

Section 19 Par. 11. Service Improvement Program

Service Improvement Program. Any Service Improvement Program (SIP) administered by the District shall contain at least the following terms and conditions:

- a. The parties agree that a complaint is like any other allegation of misconduct against an employee and will be investigated like other allegations.
- a.b. The identified employee and his/her Union Representative shall be provided a written copy of the complaint (redacted to protect the identity of the complainant) not less than three (3) business days prior to an intent to discipline meeting that will address the same.
- b.c. All phone call complaints in and out of Customer Service with a complainant shall be recorded. ~~The recordings (redacted to protect the identity of the complainant) shall be provided to the identified employee and his/her Union Representative prior to the commencement of the intent meeting.~~
- e.d. The District shall provide to each Executive Board Officer a monthly report of SIPs received within that Executive Board Officer's jurisdiction.
- e. Discipline related to a complaint will only be for just cause as provided in Article 1 Section 4, Par 2.
- f. Complaints that cannot be connected to an employee will not be included in their record, shall not be used in any proceeding against them and will not be considered for any promotional decisions.
- g. Complaints which result in the District affirmatively finding the operator followed policy or did not engage in misconduct will not be used in promotional decisions.