

PERSONNEL

Resolution of Employee Complaints

The board recognizes the importance of establishing reasonable and effective means for resolving difficulties which may arise among employees, to reduce potential areas of grievances, and to establish and maintain effective communication between supervisors and staff.

The superintendent will establish administrative procedures to address employee complaints. The procedures should establish steps to secure a proper and equitable solution to a complaint at the lowest possible supervisory level.

A complaint may be a claim by a staff member based upon alleged violation, misinterpretation or a misapplication of existing district policies or administrative procedures. Where an existing district policy is accompanied by a specific complaint procedure, that complaint procedure will apply and should be followed by the employee. In all other cases, an employee may pursue a solution to a complaint using these administrative procedures.

All documents, communications and records dealing with the processing of a complaint shall be maintained in a separate file and shall not be kept in the personnel file of the complainant, unless otherwise required by law.

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The following procedure has been established for resolving a complaint filed by an employee. At any meeting held pursuant to the complaint process, the employee making the complaint may be accompanied by a representative if the employee so chooses.

1. Step One

The employee must present the complaint in writing to his or her immediate supervisor within ten (10) school business days of the occurrence of the action or incident in question. The written complaint must contain:

- A. The facts upon which the complaint is based;
- B. A reference to the policies of the district which have allegedly been violated; and
- C. The remedy sought.

The employee shall discuss this complaint with his or her immediate supervisor and the parties will attempt to reach a resolution. If the employee is not satisfied with the step 1 resolution, he or she may appeal the complaint in writing to the superintendent (step 2). If the written appeal is not received in the superintendent's office within ten (10) school business days of the step 1 meeting, the complaint shall be deemed waived.

2. Step Two

The superintendent or designee shall meet with the employee within ten (10) school business days of receipt of the appeal. The time to hold the meeting may be extended up to ten (10) additional school business days if necessary.

The superintendent or designee shall render a written decision regarding the appeal within ten (10) school business days of the appeal meeting, or notify the employee that more time is necessary to gather additional information in order to address the complaint.

If the employee is not satisfied with the step 2 resolution, or if more than forty-five (45) school business days have passed since the step 2 meeting, the employee may appeal the complaint in writing to the board of directors (step 3). If the written appeal is not received in the superintendent's office within five (5) school business days of the step (2) decision, or within forty-five (45) school business days of the step (2) meeting if no written decision is issued, the complaint shall be deemed waived.

3. Step Three

If the employee appeals his or her complaint to the board of directors, the board shall hold a hearing within twenty (20) school business days to hear the appeal of the step 2 decision. The time to hold the meeting may be extended up to ten (10) additional school business days if necessary. If the complaint is against another administrator or employee, that person will be invited to attend the meeting with a representative if he/she so chooses and present information to the board. The board shall issue a written decision within thirty (30) school business days of the complaint hearing. The decision of the board of directors shall be final and binding.