

Staff Complaints

Any employee wishing to express a complaint or to pursue a resolution to a complaint concerning an area covered by Board policy will adhere to the following levels of appeal in order:

- Level I: The complainant is encouraged to first attempt to resolve the complaint through an informal conference with the person(s) involved and discussing concerns directly. However, if desired, the complainant may bring a complaint to the administrator or immediate supervisor as provided in Level II, below;
- Level II: Written appeal to the building principal or immediate supervisor when Level I does not resolve the complaint to the satisfaction of the complainant;
- Level III: Written appeal to the superintendent or designee when Level II does not resolve the complaint to the satisfaction of the complainant;
- Level IV: Written appeal to the Board, requesting a hearing when Level III does not resolve the complaint to the satisfaction of the complainant.

Written appeal at each level after Level I will include but not be limited to the Employee Complaint Form included with these regulations. The administration or Board may seek any additional information desired prior to making a decision on the complaint. A written response will be delivered to the complainant at each level of appeal either personally delivered or by certified mail. At Level II, a copy of the written complaint and the building principal/supervisor written response will be filed with the superintendent's office.

At each level of the complaint procedure, the person(s) who is the subject of the complaint will be notified that the complaint has been moved to the next level. Any interviews or information gathering relative to the processing of the complaint at any level will be done in confidence. At the Board level, the appeal and discussion will be conducted in executive session whenever the circumstances meet the legal requirements for such session.

An attempt will be made to expedite complaints at each step. If an investigation into the complaint is going to exceed 20 working days from the date the official written complaint is filed, the individual filing the complaint will be notified. If the complaint investigation is not complete within 30 working days from the date the official written complaint is filed, the individual filing the complaint may provide a written appeal to the next level for resolution. The failure to comply to the designated timelines does not constitute validity or non-validity to the complaint.

This complaint procedure is recognized as the only proper channel for complaints employees have about other employees. As such, no employee is to express complaints, concerns or criticisms about another

employee to students, other employees, parents or community members. An exception will apply to the proper conduct of employee evaluation activities by supervisors and to executive sessions of the Board.

The disposition of the complaint by the Board will be final, except for possible appeal to appropriate courts as provided by law.

Employee Complaint Hearing Procedure

Board (Level IV) employee complaint hearings will be held in executive session, if the criteria is met, unless an open session is requested by the employee who the complaint is against.

Attendance in the executive session will be limited to: Board members, the complainant, the complainant's representative (if desired), the employee, the employee's representative (if desired) and appropriate district administrators. The Board may admit individuals as the Board determines appropriate.

At any given time, Board members may ask questions of individual(s) presenting information.

Procedural Steps in Executive Session

1. Board members will be given an opportunity to review the Complaint Form and related documents.
2. The complainant shall present his/her complaint (the presentation may include documents and witnesses).
3. The employee may present information to refute the complaint (the presentation may include documents and witnesses).
4. The complainant may present a succinct closing statement.
5. The employee may present a succinct closing statement.
6. The Board may continue the meeting in executive session to deliberate as provided by law. The Board may admit such individuals it deems appropriate.
7. The Board will reconvene to open session. A decision may be made by the Board at that time or a decision can be rendered up to ten working days following the executive session.

Employee Complaint Form

1. Complaint Information

Name of Person Filing Complaint: _____

Position: _____

Building/Site: _____

Date this complaint is being submitted: _____

Level II. Principal/Immediate Supervisor

Date this complaint is being submitted: _____

Level III. Superintendent or Designee

Date this complaint is being submitted: _____

Level IV. Board

If this complaint progresses to Level III or Level IV, attach a copy of the written response you received at each previous level.

This complaint is relative to:

- Alleged violation, misinterpretation or inappropriate application of Board policy.
- Supervisory or administrative decision or action.
- Action(s) of another employee.

Note: Attach additional pages if you need more space for Section 2, 3 or 4.

2. Nature of Complaint

Name of individual the complaint is being filed against if applicable. A separate form must be completed if a complaint is being filed against more than one individual:

Or subject of complaint, if applicable: _____

Explain the nature of your complaint. Be specific and detailed including dates and times of events. Include the specific policy you believe has been violated, if applicable.

3. Information Concerning Informal Attempts to Resolve Complaints (Level I):

4. Requested Remedy

Explain what remedy, if any, you feel should occur relative to your complaint.

5. Timelines

Written appeal to Level III must be made within ten working days of receipt of the decision at Level II.

Written appeal to Level IV must be made within ten working days of receipt of the decision at Level III.

The Board hearing at Level IV, will occur at a regularly scheduled Board meeting or special meeting of the Board to hear the appeal if deemed necessary.

The decision of the Board may occur at the conclusion of the hearing or may be delayed up to ten working days at the direction of the Board.

Signature of Complainant

Date