

## **Procedure for Resolving Complaints**

[This policy pertains to all non-union employees.]

Philosophy: We believe problems between students, parents, and school employees should be resolved on a person to person basis. Recognizing resolution of problems is not always possible, we therefore issue the following procedures to be followed to help bring resolution to the problems that occur within the school district.

### Complaints

1. Any complaint about the job performance of a school employee shall be brought to the employee in an informal method by simply stating the complaint.
2. If the problem persists the complaint shall be written and presented to the employee's immediate supervisor with a copy delivered to the employee whose job performance is being challenged. The alleged act(s) shall be specific with documentation attached when necessary. The complaint shall contain a synopsis of the alleged facts giving rise to the complaint. The complaint shall be recent act(s) and not something that had taken place long ago. The complaint shall cite the practice or procedure that has been violated and/or misapplied. It shall also specify a possible solution to resolve the complaint.
3. The immediate supervisor shall meet with both parties and attempt to bring solution to the problem.
4. If a satisfactory solution is not reached then the complaint shall proceed up through the chain of command (ie) principal, superintendent, board of education. At each level the third party will attempt to resolve the complaint.
5. The employee shall have the right to attach any rebuttal or explanation to the written complaint or synopsis of the complaint and have same remain in the personnel file.
6. If the complaint is to go to the Board of Education the Board must hold a hearing conducted by a full Board or a committee of the Board within thirty days of receiving the complaint. The Board or committee may recess to investigate the complaint. The investigation will be conducted in a speedy and efficient manner. The Board or its committee shall render a written decision and possible directives within five days of the conclusion of the hearing. This policy shall not abnegate the administration from the responsibility of supervising employees including evaluation and discipline as needed to insure that the functions of the school are carried out in an efficient and workmanlike manner. Any provisions of this policy are superseded by the job description and other policies and directives of the Board, if there is a conflict.

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