

Certified Staff Complaints And Grievances

It is the Board's desire that administrative procedures for settling staff complaints and grievances be an orderly process within which solutions may be pursued. Further, that the procedure provide prompt and equitable resolution at the lowest possible administrative level. Additionally, it is the Board's desire that each employee be assured an opportunity for orderly presentation and review of complaints without fear of reprisal.

A complaint is an assertion by an employee that there has been a violation, misinterpretation, or inequitable application of district policies, regulations and procedures, existing laws or other actions that adversely and directly affects the employee and/or their work.

It is the intent of this procedure that employee complaints will be identified and corrected at the earliest possible time, and at the lowest level of supervision.

Complaint processing should be viewed as a positive and constructive effort that seeks to establish the facts upon which the complaint is based and to come to a fair conclusion. Employees will not be discriminated against nor will reprisal be attempted against an employee because they filed a complaint.

Complaints will be processed according to the step-by-step procedure outlined as follows.

Working Site, Level 1.

- a. A complaint will be presented orally and informally to the immediate supervisor. If the complaint is not resolved, it will be reduced to writing and submitted to the immediate supervisor. A copy of the complaint will also be submitted to the superintendent by the complainant.
- b. Within five workdays of receiving the complaint, the immediate supervisor will render a decision in writing to the complainant.
- c. After receiving the decision at step b, the complainant may appeal the decision in writing to the appropriate supervisor in the next level of supervision if one exists at the work site.
- d. The supervisor will within five work days of receipt of the appeal investigate and render a decision in writing to the complainant and their immediate supervisor.

District Review, Level 2.

- e. After receiving the decision at level 1 the complainant may appeal the decision in writing to the superintendent or official designee.
- f. The superintendent or official designee, will within ten work days of receipt of the appeal investigate and render a decision in writing to the complainant and their supervisor.

Advisory Committee Review, Level 3.

- g. After receiving the decision at level 2 the complainant may appeal the decision in writing to the superintendent or official designee, requesting a District Grievance Advisory Committee review. The committee shall consist of the superintendent, one member selected by the aggrieved employee, one member selected by the person the grievance is filed against and a fourth member selected by the original three members of the committee. The superintendent will be an ex-officio non-voting member of the committee. If the superintendent is party to the original complaint a suitable replacement will be determined by committee members.
- h. The District Grievance Advisory Committee will within ten work days of selection, investigate and render a decision in writing to the complainant and all those originally involved in the complaint.

Governing Board, Level 4.

- i. After receiving the decision at level 3 the complainant or the person or persons originally involved in the complaint may appeal the decision in writing to the Board of Trustees.
- j. The board will schedule a hearing within twenty workdays following receipt of the appeal.
- k. The board will render a decision within ten workdays after the hearing and the decision reached will be deemed final.

Policy History:

Adopted on: 03/25/08

Revised on: