

# SOUTHEASTERN GREENE SCHOOL DISTRICT

SECTION: ADMINISTRATIVE  
EMPLOYEES

TITLE: COMPLAINT **PROCESS**

ADOPTED: November 15, 2011

REVISED:

	326. COMPLAINT <b>PROCESS</b>
1. Purpose	<b>It is the Board's intent to establish</b> reasonable and effective means of resolving difficulties which may arise among management level employees to reduce potential areas of <b>complaints</b> and to establish and maintain recognized two-way channels of communication between the Board and management.
2. Authority	<p>The Board <b>adopts this</b> policy to expedite the process of all parties concerned. Therefore, <b>this</b> policy has the following goals:</p> <ol style="list-style-type: none"> <li>1. To be used after an attempt has been made to resolve a difficulty on a face-to-face basis between the parties concerned.</li> <li>2. To secure proper and equitable solutions to complaints at the lowest appropriate level and to facilitate an orderly succession of procedures.</li> </ol> <p>There shall be no reprisals of any kind taken against any employee because of support of or participation in a complaint.</p>
3. Definitions	<p><b>Complaint</b> - any unresolved problem concerning application or interpretation of state laws or regulations; the policies, rules or regulations of the Board; and administrative procedures.</p> <p><b>A day</b> - any day for which an administrator is contracted to work.</p>
4. Guidelines	<p>Complaints should be discussed in a private, informal conference between the parties involved. At least one (1) private meeting should take place between the parties before the complaint is taken to the next higher level of authority.</p> <p>A complainant may be represented or accompanied at the higher levels of authority by anyone of his/her choosing.</p> <p>The time limits provided for in this policy may be extended by mutual agreement of the parties. Any decision not pursued within the limits from one level to the next level shall be considered settled on the basis of the last decision and not subject to further appeal.</p>

Level One - Immediate Supervisor

Within seven (7) days after the occurrence of the act or omission giving rise to the complaint and following an informal discussion as outlined, the complainant must present his/her complaint in writing to the immediate supervisor.

This statement shall **include**:

1. A clear concise statement of the **complaint**.
2. The rule, policy, **law** or regulation for which there is an alleged violation.
3. Circumstances on which the complaint is based.
4. Person(s) involved.
5. Decision rendered at the private conference.
6. Remedy sought.

Copies of this statement may be sent to any individuals who may have been present.

Within five (5) days the immediate supervisor shall communicate his/her decision to the complainant in writing. If the supervisor does not respond within the time limit, the complainant may appeal to the next higher level of authority.

Either party to the complaint shall have the right to request a personal conference in order to resolve the complaint. Either party may request the presence of one (1) conferee.

Level Two - Superintendent/Designee

In the event the employee is not satisfied with the decision in Level One, s/he may appeal the decision in writing to the Superintendent/**designee** within five (5) days after receiving it.

This written statement shall include a copy of the original complaint; the decision rendered by the immediate supervisor; **and** a clear, concise statement of the reasons for the appeal on the decision.

The responding administrator shall communicate his/her decision to the **complainant** within seven (7) days.

Either party in the appeal may request a personal conference within the above time limits. If the decision has not been rendered within the time limits, the complainant may appeal to the next level.

Level Three - The Board

Within seven (7) days after receiving the decision of the Superintendent **or designee**, the complainant may appeal the decision in writing to the Board.

The Board shall schedule the matter for a hearing at an executive session to be held at the next regularly scheduled Board meeting. The complainant and/or the conferee shall be present at the hearing.

Within ten (10) days the Board will submit its decision in writing together with supporting reasons to the complainant. A copy shall be furnished to the administrator(s) involved. The decision of the Board is final.

Miscellaneous Provisions

All documents, communications and records **relevant to** a complaint shall be filed in a separate file and shall not be kept in the personnel file of any of the participants.

In the event a complaint is filed late in the school year, both parties shall endeavor to expedite procedures to the maximum extent possible so that the procedure may be exhausted as soon after the school term as practicable.