

# SOUTHEASTERN GREENE SCHOOL DISTRICT

SECTION: **SUPPORT EMPLOYEES**

TITLE: **COMPLAINT PROCESS**

ADOPTED:

REVISED:

526. COMPLAINT PROCESS	
1. Purpose	<p>It is the <b>Board's intent</b> to establish reasonable and effective means of resolving difficulties which may arise among employees to reduce potential areas of complaints and to establish and maintain recognized two-way channels of communication between supervisory personnel and <b>support</b> employees not otherwise covered by the terms of a collective bargaining agreement.</p>
2. Authority	<p>The Board <b>adopts</b> this policy to expedite the process for all concerned parties. Therefore, <b>this policy</b> has <b>the following</b> goals:</p> <ol style="list-style-type: none"> <li>1. To be used after an attempt has been made to resolve a difficulty on an informal basis between the parties concerned.</li> <li>2. To secure proper and equitable solutions to complaints at the lowest possible level and to facilitate an orderly procedure within which solutions may be pursued.</li> </ol> <p>There shall be no reprisals of any kind against any employees or their representatives because of participation in a complaint or support thereof.</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; or written administrative procedures.</p> <p><b>A day</b> - any day for which an employee 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 procedure is invoked.</p> <p>A complainant may be represented or accompanied by any higher level of authority by anyone <b>s/he</b> chooses.</p>

The time limits provided for in this policy may be extended by mutual agreement of the parties. Any decision not appealed within the limits from one level to the next level in the complaint policy shall be considered settled on the basis of the last decision and not subject to further appeal.

Level One - Immediate Supervisor

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

This statement shall **include**:

1. A clear concise expression of the complaint.
2. The **rule**, policy, or law for which there is an alleged violation.
3. The circumstances on which the complaint is based.
4. The person(s) involved.
5. The decision rendered at the private conference.
6. The 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 immediate supervisor does not respond within the time limit, the complainant may appeal to the next level.

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

Level Two - Superintendent/Designee

If the employee is not satisfied with the decision of Level One, s/he may appeal 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; and a clear, concise statement of the reasons for the appeal on the decision.

The responding administrator shall communicate the 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, 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 and to the Superintendent.

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.