

It is the hope and intent of the Regional Office of Education and the Regional Superintendent that all complaints against employees, policies, or procedures can be resolved at the lowest level by meeting with administrators, department heads, teachers, educational services personnel or others named or involved in the complaint.

Complaints about/against staff, administration, or policies or procedures of the Regional Office of Education basically can be processed in one of two ways if they have been addressed appropriately (by following the complaint procedure policy and process). For complaints against teachers, educational services personnel, department heads or administrators to be processed at the Regional Office of Education level, the following needs to occur:

1. Complaint(s) against Teacher, Educational Services Personnel, or other Staff
 - A. The teacher or other staff member has the right to a formal (in person) meeting with the individual filing the complaint before it is processed at a higher level.
 - B. Either the teacher or other staff member has the right to representation during this meeting.
 - C. After meeting with the employee and if the complaint is not resolved, it **may** be continued by meeting (in person) with the employee and the employee's supervisor (mediation).
 - D. If the complaint is not resolved at Level "C", then the Regional Superintendent may choose to appoint a hearing officer to hold a hearing to review the complaint and issue findings, or the Regional Superintendent may choose to hear the case himself/herself and issue a final finding in the case.
 - E. If an appointed hearing officer issues a finding in the complaint, and it is unacceptable to the complainant, then the Regional Superintendent would review the findings and either issue his/her final opinion or choose to hold a review hearing in the case to bring closure to the complaint. In all levels above, the employee has the right to representation.
2. Complaint(s) Against a Department Head /Administrator or Policies/Procedures:
 - A. A meeting (in person) should be held first with the department head/administrator providing him/her with the opportunity to address the complaint at his/her level prior to proceeding to the Regional Superintendent.
 - B. If the complaint is not resolved in a meeting with the department head/administrator, then it may be continued at a meeting with the Regional Superintendent (mediation) or having the complaint filed, notarized and heard in a formal complaint hearing with a hearing officer (formal process).

(Complainant May Choose #3 [Mediation] First --- If Unsuccessful, #4 [Formal Hearing] May Follow.)

3. Mediation with Department Head/Administrator (Meeting with employee, complainant and department head/administrator to discuss and air complaint(s) in an attempt to permit the supervisor to mediate the situation and arrive at a solution acceptable to both parties.)
 - A. If an individual filing a complaint against a staff member, administrator or policy/procedures is not satisfied with its resolution after meeting individually with the employee, then the complainant may continue to seek a resolution (mediation with department head/supervisor) by meeting (in person) with the employee and his/her supervisor.
 - B. The employee or staff member will have the right to representation during mediation.

4. Formal Complaint Process (Hearing and Regional Superintendent Review):
 - A. A formal hearing will be scheduled at the Regional Office of Education Level to process a complaint not resolved in steps 1-2-3 above. The hearing will be held before a hearing officer (either the Regional Superintendent or appointed by the Regional Superintendent) to hear the case and issue a finding. The hearing will be tape recorded, and ROE staff has the right to representation. The hearing officer will hear both sides present their information, ask for statements or details in regard to the case, preside over the events at the hearing and make a formal written determination (findings) based on the preponderance of the evidence within the appropriate time frame guaranteed by the process.
 - B. The Regional Superintendent may be asked to review a decision and findings of the hearing officer if the complaint is not resolved by formal hearing. That review may or may not be a formal meeting with all involved. The Regional Superintendent may choose to review the tape recording, the written findings, discuss the case separately with the individuals involved and render a final decision. The Regional Superintendent also has the option of conducting another formal hearing if the evidence and details of the case warrant it. The Regional Superintendent’s decision and findings is the final step in the complaint process --- no further appeal may be pursued within the ROE.

Regional Superintendent: Mrs. Judy Pacey
217/893-3219

Department Heads:

Kevin Seymour Director of SchoolWorks 217/893-4921	Marla Dewhirst PBIS 217/893-1959	Donna Shonk Alternative Ed. Program 217/239-0322	Jay Runner FCAE 217/893-0091	Vernessa Gipson ISBE – ITAN 217/355-5990
Mary Edwards Parkland at Rantoul 217/893-3038		Kathy Massey Area IV Tech Hub 217/893-1431	Jane Quinlan Attendance Improvement 217/893-1399	

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