

## **Staff Complaints Procedure**

### **Initiating a Complaint: Step One**

Any member of the staff who wishes to express a complaint regarding another employee of the district should discuss the matter with the employee involved. It is the intent of the district to solve problems in an informal manner and address all complaints as close as possible to their origin. Reasonable efforts will be made to resolve complaints informally.

### **The Administrator: Step Two**

If unable to resolve a problem or concern at step one, then the complainant should work with the principal or the supervisor of the employee who is the focus of the complaint to resolve the complaint or concern. If the complaint is against the principal or supervisor, the complainant should work with the superintendent to resolve the complaint or concern.

### **The Superintendent: Step Three**

If such a discussion at the building level does not resolve the complaint or if such discussion is not practical under the circumstances, the complainant, if he/she wishes to pursue the action, shall file a signed, written complaint within five working days of completing step two, with the superintendent clearly stating the nature of the complaint and a suggested remedy. If the complaint is against the superintendent, the complainant should take the complaint to the Board chair.

The superintendent shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report, within 10 working days of his/her findings and his/her conclusion. If the complaint is against the superintendent, the Board chair will make arrangements for an investigation.

### **The Board: Step Four**

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision to the Board. The written request for appeal must be made within five working days of receiving the superintendent's conclusion. The Board may hold a hearing to review the findings and conclusion of the superintendent, to hear the complainant and to receive such other evidence as it deems appropriate. Generally all parties involved, including the school administration, will be asked to attend such meeting for the purposes of presenting additional facts, making further explanations and clarifying the issues.

The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon Revised Statutes.

If the Board chooses to hear the appeal it will be scheduled for a regular board meeting. The Board shall provide a written decision to the complainant within 10 working days following the completion of the hearing. If the Board chooses not to hear the appeal the superintendent's decision is final.

**Baker School District 5J  
COMPLAINT FORM**

To: \_\_\_\_\_ Date: \_\_\_\_\_

Person making complaint: \_\_\_\_\_

Phone number: \_\_\_\_\_

Nature of complaint is filed against: \_\_\_\_\_

Steps followed before filing at this level: \_\_\_\_\_

Nature of complaint: \_\_\_\_\_

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\_\_\_\_\_

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Suggestion for correction: \_\_\_\_\_

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**Office Use**

Disposition of Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_