

## Staff Complaints - Procedures

Every district employee shall have the right of access to the Board without reprisal by the Board of any district employee.

It is expected that complaints will be resolved at the lowest possible level and that the use of these procedures will be limited to situations for which no other process is available.

An employee claiming a violation, misinterpretation or inappropriate application of district personnel policies and/or administrative regulations is to follow the procedural timelines and steps outlined below.

**LEVEL 1** An employee with a complaint shall first discuss it with the principal or immediate supervisor within 20 school days of the complaint or of learning of the complaint, with the objective of resolving the matter informally. If the employee is not satisfied with the disposition of the complaint, he/she may file a written complaint with the principal within 10 days following the informal discussion. This complaint shall set forth the grounds upon which the complaint is based and the reasons why the employee considers the informal decision unacceptable. The principal shall communicate a decision in writing within five days to the employee.

**LEVEL 2** If the employee is not satisfied with the disposition of the complaint at Level 1, or if no decision has been rendered within five days after the presentation of the complaint, he/she may file the complaint in writing with the superintendent within five days after the complaint was presented, whichever is sooner. The superintendent shall communicate a decision in writing within 10 days to the employee.

**LEVEL 3** If the employee is not satisfied with the disposition of the complaint at Level 2, or if no decision has been rendered within 10 days after the complaint was delivered to the superintendent, he/she may, within five days after a decision by the superintendent or 15 days after the complaint was delivered to the superintendent, whichever is sooner, appeal in writing that the complaint be heard before the Board. The Board will schedule the matter for hearing at its next regular meeting following receipt of the complaint or at a mutually agreed time.

The number of days at each step will be considered as a maximum. Time limits may be extended by mutual consent of both parties. The parties will make every reasonable effort to expedite the processing of complaints.