

**Malheur Education
Service District**

Code: **GBM-AR**
Revised/Reviewed: 10/17/06; 7/15/14
Orig. Code(s): GBM-AR

Staff Complaint Procedure

Directors/Supervisors and the superintendent have responsibility for the investigation of complaints. The investigator(s) shall be a neutral party having had no involvement in the complaint presented.

- Step 1 Complaints will be handled at the supervisor level informally.
- Step 2 If the complaint is unresolved, the complainant may file a written complaint with the supervisor.
- The supervisor will respond in writing within seven working days his/her response to the complaint.
- Step 3 If the complaint is still unresolved in step 2, the complainant may refer the written complaint to the superintendent.
- Step 4 The superintendent will review the complaint and make a decision in writing to the complainant within seven working days of receiving the complaint.
- Step 5 If the complaint is still unresolved in step 4, the complainant may request a hearing with the Board. The Board will make a decision on the complaint. All Board decisions on complaints will be final.