

Staff Complaints Procedures

1. General Procedures

- a. These procedures shall be processed as rapidly as possible. The number of days indicated for settlement or appeal at each level should be considered a maximum.
- b. All parties in interest have a right to consultants or representatives of his/her own choosing at each level of these complaint procedures.
- c. Failure at any level of this procedure by the complainant to appeal a complaint to the next level within the specified time limits shall be deemed to be acceptance of the decision rendered at that level.
- d. All documents, communications, and records of complaints will be filed in the School District Office separately from the personnel files. References to the records, such as a summary, should be placed in the appropriate personnel file(s).
- e. In the course of investigating any complaint, representatives of either party in interest who need to contact an employee or student in school, will contact the building supervisor of the building being visited and will state the purpose of the visit immediately upon arrival and secure permission therefore, provided permission shall not be unreasonable withheld.
- f. Effort will be made by all parties to avoid interruption of classroom and/or any other school-sponsored activities.
- g. Effort will be made by all parties to avoid the unnecessary involvement of students in the complaint procedure.
- h. Each complaint shall have to be initiated within 10 days after the occurrence of the cause for the complaint or if the complainant has no knowledge of said occurrence at the time of its happening, then within 10 days of the first such knowledge.

2. Levels of Complaint

Level One - Informal

The complainant may, but shall not be required to first discuss his/her complaint with his/her principal or immediate supervisor, either individually or through a representative, or accompanied by a representative, with the objective of resolving the matter informally.

Level Two - Formal

If the complainant is not satisfied with the disposition of his/her complaint, he/she may file a written complaint with the superintendent within 10 days following the act or condition which is the basis of his/her complaint, or, if the complainant has no knowledge of said occurrence at the time of its happening, then within 10 days of the first such knowledge. This complaint shall set forth all

grounds upon which the complaint is based and the reasons why the complainant considers the action is unacceptable and the relief requested.

The superintendent must hear the complaint within 20 days after receiving it. The superintendent must provide the parties in interest written notice of the time and place at least 10 days prior to the hearing.

Attendance at this hearing of appeal shall be limited to persons officially involved. Parties in interest may elect to call witnesses who shall appear individually at the hearing.

Within five (5) days of hearing of the appeal, the superintendent shall communicate to the complainant and other parties present at the hearing, his/her written decision.

If the complainant is not satisfied with the decision of the superintendent, he/she may file a written appeal with the superintendent within five (5) days from the receipt of the superintendent's decision. The appeal shall state all of the complainant's reasons for appealing the decision of the superintendent and request appeal to Level Three, School Board.

Level Three

Within five (5) days of the receipt of the appeal, the School District Board of Education will notify all official parties of a hearing to be held within 20 to 30 days of the receipt of the appeal. The Board of Education shall hear arguments of the superintendent and the complainant.

Within five (5) days following the hearing, the School Board of Education will render a decision in writing to all parties.