

Multnomah Education Service District

Code: **GBM-AR**
Adopted: 10/10/05
Reviewed: 3/21/13

Staff Complaints

Complaint Procedure

The intent of this procedure is to facilitate the resolution of employee grievances and complaints. The purpose is to contribute to good human relations in the workplace, to maintain good employee morale and to achieve maximum efficiency within the organization.

The following procedures may be initiated by an employee in the event he/she believes employee personnel policies are not administered in accordance with the intent of the policy or to address employee grievances and complaints not covered by Board policy, administrative regulations or collective bargaining agreement:

1. A complaint shall be considered as timely if presented within 30 working days of occurrence; or of the first date upon which the employee knew; or upon the exercise of reasonable diligence could have known of such occurrence;
2. It is the intent of MESD that differences be resolved at the lowest possible level and in all cases other than suspension or termination, the employee shall continue to carry out the regularly assigned duties;
3. Any complaint shall proceed through the following steps:

- Step 1 An attempt shall be made to resolve the complaint by informal discussion between the employee and the supervisor. The supervisor has 10 working days in which to respond;
- Step 2 At the end of this time, if the supervisor has not responded or if a decision has not been reached which is satisfactory to the parties, the employee has 10 working days to present the complaint in writing to the service area. The written complaint shall include all the known facts, the written policy alleged to have been violated and the corrections sought. The service area will reply in writing to the employee within 10 working days after receipt of the written complaint.
- Step 3 If a decision has not been reached which is satisfactory to the parties, the employee may, within 10 working days of receipt of the service area's answer or lack of response, refer the complaint to the Superintendent or designee. The parties shall meet within 10 working days and shall put in writing any settlement worked out and send it to all parties;
- Step 4 If no resolution is reached at Step 3, the complaint may be referred to the Board within 10 working days. The Board shall afford an opportunity for all parties related to the

complaint to present their views at its next regular meeting or not later than 20 working days following receipt of the complaint. The Board shall render its decision, in writing, within five working days following the close of the hearing. The decision of the Board shall be final. Nothing shall be construed to deny the Board its right to grant the remedy sought without holding a hearing.