



Code: **GBM-AR**
Revised/Reviewed: 1/04/07; 10/14/10
Orig. Code(s): GBM

Staff Complaints

The following procedures shall be available for all employees who are not covered by a bargained agreement or contract. Employees whose grievance procedures are covered by bargained agreement or contract shall abide by the provisions of such agreement or contract

Steps of Procedure

- First Step:** Employee presents complaint orally or in writing 20 working days of the alleged complaint to his/her immediate supervisor. A conference is arranged. A written decision is given by the supervisor within 5 working days after the interview. If the matter is settled or explained to the employee's satisfaction it ends here.
- Second Step:** If the complaint has not been settled to the employee's satisfaction at the first step, s/he has five working days to file an appeal in writing to the superintendent's office. The written appeal shall be routed through the immediate supervisor in order that it may include the supervisor's disposition of the case when it is received in the superintendent's office. The superintendent's office shall arrange for a conference with the employee and the supervisor within 2 working days of receipt of the appeal. The superintendent's office shall function as a mediator to resolve the differences so that the incident is closed with a sense of satisfactory adjustment for the employee. A reply to the appeal shall be made within 3 working days of the conference.
- Third Step:** If the decision recommended by the superintendent does not solve the problem, the employee has the right to appeal to the board. The appeal must be made in writing to the board, through the superintendent's office, at least 5 working days before a regular session of the board with the employee and the superintendent. The decision rendered by the board shall be final.