

## Staff Complaints

The purpose of this procedure is to afford every employee, subject to the limits specified in policy GBM - Staff Complaints, the means to seek formal discussion of problems arising out of an alleged violation, interpretation or inappropriate application of Board policies and procedures. The complaint procedure will not be used to resolve disputes and disagreements related to the provisions of any collective bargaining agreement, nor will it be used in any instance where a collective bargaining agreement provides a dispute resolution procedure. Concerns regarding Board policies are subject to this procedure through Step 4. Administrative rules, regulations and procedures are subject to this procedure only through Step 3. The employee must be present at all proceedings and may be represented by a person of his/her choice at any proceeding. The employee must start the procedure at the appropriate level. All days in the procedure refer to working days of the district. Failure to proceed to the next step within the time limits specified will automatically be construed as acceptance of the decision at the previous step.

- Step 1: The employee will submit a letter to his/her immediate supervisor indicating the nature of the concern and requesting a conference. The letter must be sent within 10 days of the occurrence or perception of the problem. A conference will be held between the employee and his/her immediate supervisor within five days of receipt of the request. Written results of the conference will be sent to the employee within five days of the conference.
- Step 2: If the results are unacceptable to the employee, he/she may make a written request, within five days of the receipt of the results, for a conference with the appropriate administrator. A conference will be held between the employee, the immediate supervisor and the appropriate administrator within five days of receipt of the request. Written results of this meeting will be sent to the employee and the immediate supervisor within five days of the conference.
- For matters outside the jurisdiction of the immediate supervisor, the employee may start the proceedings at Step 2.
- Step 3: If the results are unacceptable to the employee, he/she may make a written request, within five days of receipt of the results, for a conference with the superintendent. A conference will be held between the employee, the immediate supervisor, the administrator and the superintendent or designee within five days of the request. At this time, the parties may present their cases. Written results of this conference will be sent to the employee, the immediate supervisor and the administrator within five days of the conference.
- Step 4: If the results are unacceptable to the employee, he/she may make a written request, within five days of receipt of the results, for a conference with the Board. The written request shall be submitted to the superintendent. A conference will be held between all parties involved and the Board within 40 days of receipt of the request. The Board will send its written decision to the employee within 40 days of the conference. All decisions of the Board shall be final.