

Lower Merion School District

ADMINISTRATIVE REGULATIONS

Policy No.: 426
Section: PROFESSIONAL EMPLOYEES
Title: COMPLAINT PROCEDURE
Date Last Revised: 7/25/88

Preliminary

Complaints should be discussed in private, informal conferences between the parties involved and without others. At least one such private meeting shall take place between the parties before the complaint procedure is invoked.

Level #1. Immediate Supervisor

A. Within seven calendar days after the occurrence of the act or omission giving rise to the complaint, the complainant must present the complaint in writing to the immediate supervisor or administrator. The statement shall be a clear and concise expression of the complaint, the policy for which there is an alleged violation, the circumstances on which the complaint is based, the person(s) involved, the decision reached at the private conferences and the remedy sought.

B. Within five working days, the immediate supervisor shall communicate a decision to the employee in writing. If the supervisor does not respond within the time limit, the complainant may appeal to the next level.

Level #2. Next Higher Level of Authority

A. If the complainant is not satisfied with the decision at Level #1, an appeal may be made in writing to the Director of Personnel within five working days after receiving it.

B. The written statement shall include a copy of the original complaint, the decision rendered, the name of the complainant's representative, if any, and a clear, concise statement of the reasons for the approval of the decision.

C. The Director of Personnel shall communicate a decision to the complainant within five working days.

D. If a decision has not been rendered by the Director of Personnel within five working days, the complainant may appeal to the Superintendent of schools.

Level #3. Superintendent of Schools

A. If not satisfied with the decision of the Director of Personnel, the complainant may appeal the decision in writing to the Superintendent of schools within five working days after receiving it.

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B. The Superintendent shall communicate a decision to the complainant within five working days after receiving it.

C. The decision of the Superintendent shall be final on the administrative level.

Miscellaneous Provisions

A. All documents, communications and records dealing with the processing of a complaint shall be filed in a separate file and shall not be kept in the personnel file of any of the personnel involved with the complaint.

B. If the same complaint or substantially the same complaint is made by more than one employee against one respondent, only one employee on his own behalf and the other complainants may process the complaint through the procedure. However, the names of the complaining parties shall appear on all documents related to the settlement of the complaint.

C. The time limits specified in this policy may be extended by mutual agreement of both parties. Any decision not appealed within the limits from one level to the next level in the complaint procedure shall be considered settled on the basis of the last decision and not subject to further appeal.