

# SUSQUEHANNA TOWNSHIP SCHOOL DISTRICT

SECTION: EMPLOYEES

TITLE: COMPLAINT PROCESS

ADOPTED: November 18, 2013

REVISED:

326. COMPLAINT PROCESS	
1. Authority	<p>It is the Board's intent to establish reasonable and effective means of resolving conflicts among employees to reduce potential areas of complaints, and to establish and maintain clear two-way channels of communication between supervisory personnel and district employees for situations not covered by the terms of a collective bargaining agreement.</p> <p>There shall be no reprisals of any kind taken against any employees or their representatives because of support of or participation in a complaint.</p>
2. Delegation of Responsibility	<p>The Board directs the Superintendent to establish a process that will facilitate proper and equitable solutions to complaints by district employees at the lowest appropriate level.</p>
3. Guidelines	<p>Complaints should be discussed in a private, informal conference between the parties involved. At least one (1) private meeting should take place between the parties before the complaint process is invoked.</p> <p>A complainant may be represented or accompanied by anyone s/he chooses at any higher level of the complaint process.</p> <p>All documents, communications, and records relevant to a complaint shall be filed in a separate file and not kept in the personnel file of any of the participants.</p> <p>References:</p> <p>School Code – 24 P.S. Sec. 510</p> <p>Board Policy – 000</p>