

# EMPLOYEE COMPLAINTS/GRIEVANCES

## INSTRUCTION SHEET

*For purposes of this procedure, "days" shall mean district business days. Process outlined in Board Policy DGBA Legal and DGBA Local.*

### **Level 1 - Conference**

An employee, who has a complaint, shall file a written complaint [See Complaint Form (Employee) - Level One. This form may be obtained online at [www.myfisd.com](http://www.myfisd.com), at the campus or the Superintendent's Office.] to the campus principal and request a conference within 15 days of the time the employee knew, or should have known, of the event or series of events causing the complaint.

The form *Complaint Form (Employee) - Level One* must be filled out completely.

1. Name [Name of complainant - employee]
2. Address, Phone Number & Email [Address, Phone Number, and Email address of complainant]
3. Campus [Name of the campus where the event(s) occurred]
4. Representation [If you will be represented in presenting your complaint, complete this section with the representative's information.]
5. State your complaint and include specific facts to support the complaint. [What happened]
6. State the date of the events or circumstances causing your complaint.
7. State how the circumstance/event has caused you harm.
8. State any informal efforts you have made to resolve your concerns, please include dates and with whom you communicated.
9. State the remedy you seek [what do you want done]
10. Be sure to sign and date before submitting

The principal will schedule a conference with the employee within ten (10) days of the request. The principal shall have ten (10) days following the conference within which to respond in writing.

### **Level 2 - Notice of Complaint**

If the outcome of the conference with the principal is not to the employee's satisfaction or the time for a response has expired, the employee, in writing, may request a conference with the Superintendent or Superintendent's designee. [Complaint Form (Employee) - Level 2 - this form may be obtained from the Superintendent's office]. The request must be filed within ten (10) days following receipt of a response from the principal, or if no response is received, within ten (10) days of the response deadline. The Superintendent (or designee) shall schedule the conference within ten (10) days after receiving the request.

The form *Complaint Form (Employee) - Level 2* must be filled out completely.

1. Name [Name of complainant - Employee]
2. Address, Phone Number & Email [Address, Phone Number, and Email address of complainant]
3. Campus [Name of the campus where the event(s) occurred]

4. Representation [If you will be represented in presenting your complaint, complete this section with the representative's information.]
5. State the name of the hearing officer at the Level one conference as well as the date of the conference and the date you received a response.
6. State how you disagree with the response from the level one conference
7. Attach all documents from the level one conference
8. Attach the response you received from the level one conference
9. Be sure to sign and date before submitting

The Superintendent (or designee) will schedule a conference with the employee within 10 days of receipt of the completed Level 2 paperwork. The Superintendent (or designee) shall have ten (10) days following the level 2 conference within which to respond.

### **Level 3 - Notice of Appeal to the Board of Trustees**

If the outcome of the conference with the Superintendent (or designee) is not to the employee's satisfaction or if the time for a response has expired, the employee may submit to the Superintendent a request to place the matter on the agenda of a future Board meeting [*Complaint Form (Employee)- Appeal to the Board of Trustees — LEVEL THREE*]. This form may be obtained from the Superintendent's Office]. The request shall be in writing and must be filed within ten (10) days of the response or, if no response is received, within ten (10) days of the response deadline.

The form *Complaint Form (Employee)- Appeal to the Board of Trustees — LEVEL THREE* must be filled out completely.

1. Name [Name of complainant - employee]
2. Address, Phone Number & Email [Address, Phone Number, and Email address of complainant]
3. Campus [Name of the campus where the event(s) occurred]
4. Representation [If you will be represented in presenting your complaint, complete this section with the representative's information.]
5. State the name of the hearing officer at the Level two conference as well as the date of the conference and the date you received a response.
6. State how you disagree with the response from the level two conference
7. State whether you would like this appeal to be conducted in open or closed session.
8. Attach a copy of all level one documentation and the level two notice.
9. Attach a copy of the level two response being appealed.
9. Be sure to sign and date before submitting

The Superintendent will inform the employee of the date, time, and place of the meeting in writing. The Board shall hear the complaint and shall then make and communicate its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting.

If you need assistance in completing the forms, please contact the Superintendent's office at 281-482-1267.