

G-18: Administrative Procedures

Complaint Resolution Process



REFERENCES

[Board Policy G-18](#)

[Form: G-18: Complaint Resolution Request Form](#)

PROCEDURES FOR IMPLEMENTATION

These procedures are intended to be used when a concern, complaint, or disagreement arises that is not addressed through a different board policy.

I. Informal Steps to Resolve Concerns

- A. The district highly encourages individuals to try to resolve their concerns at the lowest level. To that end, the district suggests that the individual making a complaint (such individual will hereafter be referred to as the "Complainant") discuss the relevant issues with the person about whom s/he is complaining (such individual will hereafter be referred to as the "Respondent").
- B. If the Complainant feels s/he cannot approach the person with whom s/he has a concern, s/he can fill out the G-18: Complaint Resolution Request Form and submit it to Respondent's supervisor.

II. Supervisory Review

- A. Unless the Respondent is the superintendent or business administrator, upon receiving a Complaint Resolution Request form,
 1. the Respondent's supervisor will:
 - a. meet with the Complainant to discuss the concerns and requested resolution;
 - b. communicate with the Respondent in regard to Complainant's concerns;
 - c. gather and review any relevant information/documentation; and
 - d. make a decision to grant or deny the requested remedy and/or suggest an alternative remedy or approach to the problem.
 - B. The supervisor shall provide written documentation to both parties, which:
 1. outlines that the requested relief was granted, including the details of providing the requested relief; or
 2. explains why the requested relief was denied, including a brief explanation of the reason for the denial; and
 3. is issued within 15 business days from the date the Complaint Resolution Request form was received by the supervisor.
 - a. If extenuating circumstances exist, the supervisor must notify both parties of the delay and indicate when s/he expects to issue a decision.
 - C. If the Respondent is the superintendent or business administrator, the complaint must be filed with the board; the board president or vice-president will then forward the complaint to the board's attorney.
 1. The board's attorney will consult with the board regarding the sufficiency of the complaint and the nature of the allegations.
 2. The board's attorney may dismiss all or part of the complaint without any further investigation if:
 - a. the allegations in the complaint are insufficient to establish a policy violation even if all the factual allegations in the complaint are true;
 - b. the complaint was not filed in a timely manner; and/or
 - c. the board's attorney decides to limit the scope of the investigation.
 3. If the board's attorney determines that any allegation merits investigation, the board's attorney will work with the appropriate district personnel to determine whether an impartial investigation can be performed internally or whether an external investigator should be retained.
 4. If an external investigator is hired, the specific timelines set forth in these administrative procedures will not apply to the investigation.
 - a. Supportive measures will still be available to the Complainant and should be coordinated through HRS and the assigned investigator.
 - b. The Respondent(s) will be afforded appropriate due process.
 5. The parties will be notified of the outcome of the investigation by the board president. Any resulting disciplinary action will be determined by the board in its sole discretion.
 - a. The board's decision in this matter constitutes final action, and Section III does not apply.

III. Appeal

- A. If the decision of the supervisor is not satisfactory to either party, the dissatisfied party has a limited basis on which to appeal the decision to the chief officer of school leadership and performance (COSLP).
 1. This appeal must be made in writing within five calendar days of receipt of the supervisor's written decision.
 2. The appeal must be based on one of the following:
 - a. evidence of bias or ill will on the part of the supervisor;
 - b. there is compelling new evidence that was not considered by the supervisor, which would have impacted the decision; and/or
 - c. evidence that the supervisor failed to meet with the parties or conduct an appropriate investigation.
- B. The COSLP will review the appeal request to ensure that the request satisfies the requirements listed in Section III.A. above.
 1. If the appeal request fails to meet the requirements described above, the COSLP will dismiss the appeal.
 2. If the appeal on its face states a valid basis for appeal, the COSLP will consult with the executive director of policy and legal services to determine which executive director, inclusive of the COSLP, should oversee the appeal (such individual will hereafter be referred to as the "Appeal Officer").
- C. The COSLP will provide the individual appealing with the contact information of the designated Appeal Officer.
- D. The Appeal Officer will review all relevant documentation and determine whether any further investigation is warranted prior to rendering his/her decision.
 1. The Appeal Officer has sole discretion to determine if any further investigation is warranted.
 2. If no further investigatory steps are necessary, the Appeal Officer will issue a written decision within 10 business days of receiving the appeal.
 3. If further investigatory steps are necessary, the Appeal Officer will complete such steps and render a written decision within 20 business days.
- E. The decision must be sent to the individual appealing as well as to the supervisor; the supervisor will be responsible for ensuring that, if applicable, any recommendations or remedies are implemented immediately.
- F. The decision of the Appeal Officer will be final.