

PERSONNEL-MANAGEMENT RELATIONS:
EMPLOYEE COMPLAINTS/GRIEVANCES

DGBA
(REGULATION)

GRIEVANCE
PROCEDURE:
EMPLOYEES AND
SUPERVISORS

Supervisor shall review DGBA(Local) thoroughly upon receiving notice of a grievance. The grievance must be documented on the District's official form DGBA(Regulation) [Exhibit A]. A grievance form must be filed within 15 days of the date the employee first knew, or with reasonable diligence should have known, of the decision or action giving rise to the grievance. The 15 days are working days.

Level One Steps:

1. Employee submits the official grievance form to the appropriate administrator. DGBA(Regulation)[Exhibit A] The administrator date stamps receipt of grievance and forwards the form to the Human Resources Division. Administrator has 10 business days to schedule a conference to hear the grievant.
2. Administrator notifies the grievant in writing when and where the conference will be held. In the correspondence, administrator will document date of receipt of the grievance and nature of the grievance.

Level One Conference: Administrator may audio record the conference. If the grievant is audio recording, then administrator must also audio record. The administrator should be ready to audio record before the conference begins. At the conference, administrator will listen to the grievant, ask clarifying questions, and restate the remedy the grievant is seeking. Administrator will have 10 working days to respond to the grievant in writing whether administrator will grant the remedy sought or not. Administrator will conduct an investigation if necessary, talk to witnesses, secure witness statements, and review his/her own documentation. Administrator will gather all evidence and submit original documents to the Human Resources Division with Level One Hearing Response Letter and signed Record of Grievance Procedure. DGBA(Regulation) [Exhibit D]. Administrator shall ensure that the Human Resources Division has all pertinent documents to the grievance that will be considered.

Level One Response: Must be in writing, on letterhead, with the correct date, and subject line referencing Level One Hearing Response. The administrator must sign this document and send via certified mail to the grievant.

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PROCEDURE FOR
ADMINISTRATION

Level Two Steps:

1. Grievant has 10 working days after receiving Level One Hearing Response to submit appeal regarding Level One decision. The appeal notice must be filed in writing on the District's form, DGBA(Regulation) [Exhibit B]. The hearing officer for the District is the Superintendent or designee.
2. The Level Two original grievance form is routed to and received by Human Resources and date stamped. A copy is sent to the school attorney. At this time, the Human Resources Division provides the Superintendent/designee with the complete grievance file including any open records requested by the grievant. Human Resources designee will e-mail the Public Information Office to obtain open records requests. The Superintendent/designee will certify receipt of the file. The Superintendent/designee has 10 days to hold the Level Two Conference.
3. The Superintendent/designee notifies the grievant in writing when and where the Level Two conference will be held. The correspondence shall note date of receipt of the grievance and nature of the grievance.

Level Two Conference: The procedure is identical to the Level One conference procedure. The Superintendent/designee has 10 working days following the conference to respond in writing.

Level Two Response: Shall be submitted in writing, on letterhead, including subject line referencing Level Two Hearing Response. Response will be forwarded to grievant or grievant's representative by certified mail. Superintendent/designee returns the original file, the Level Two response and signed Record of Grievance Procedure. DGBA(Regulation) [Exhibit D] plus any new documents derived from the investigation to the Human Resources designee. The Human Resources designee will certify receipt of all documents..

Level Three Steps:

1. Grievant has 10 working days to submit a Level Three grievance to the Superintendent. utilizing DGBA (Regulation) [Exhibit C].
2. The grievance form is received by the Superintendent's

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Office and date stamped. A copy is sent to the school attorney and the original is provided to the Division of Human Resources. At this time the Human Resources Division designee provides the Superintendent with a copy of the complete grievance file including any open records copies requested by the grievant and the Record of Grievance Procedure form. DGBA(Regulation) [Exhibit D].

3. The Superintendent schedules the grievance with the School Board President.
4. Grievance is heard.
5. The Human Resources Executive Director/designee will attend the Level Three hearing and, after the hearing, will secure all documentation from the Board of Trustees. Original audiotape of proceedings, and original documentation prepared by attorney shall be delivered to the Superintendent's Office.
6. The Superintendent's designee shall secure Record of Grievance Procedure form signed by the Board President.
7. The Human Resources designee notifies the grievant of the outcome of the Level Three Hearing. Notification shall be submitted in writing, on letterhead, including subject line referencing Level Three Hearing Response.
8. Human Resources designee dates the grievance file with destruction date of the file and delivers it to the Human Resources Administrative Assistant for proper filing.

In certain types of grievances, the grievant may pursue his/her grievance to the Commissioner of Education and ultimately to courts of law.