

## **Procedure – Resolution of Staff Complaints**

The following procedure has been established for resolving a written complaint filed by a member of the staff:

### **Step One**

The staff member will present the complaint in writing, using 5270F, to his/her immediate supervisor within 15 calendar days of the action or incident that gave rise to the complaint. The written statement of the complaint will contain:

- A. The facts upon which the complaint is based as the staff member who is filing the complaint sees them;
- B. A reference to the policies/procedures of the district which have allegedly been violated (if applicable); and
- C. The remedies sought.

Failure to submit a written complaint within the timeline specified will result in waiver of the complaint.

If a written complaint is filed in compliance with the timeline specified above, the staff member will discuss this complaint with his/her immediate supervisor. If the complaint involves two staff from different buildings, the superintendent will oversee the complaint. If the complaint is against an administrator or another staff member, such individual may be given the opportunity to present the facts as he/she sees them before a decision is reached.

### **Step Two**

Within 10 calendar days of the receipt of the complaint, the immediate supervisor or superintendent will meet that staff member to hear his/her claim. If the complaint is against an administrator or another staff member, such individual may be given the opportunity to present the facts as he/she sees them prior to a decision being reached.

### **Step Three**

The supervisor or superintendent will investigate the incident and render a written decision to the complainant as well as the person accused within 10 days following meetings with the complainant and accused. The superintendent's decision is final.

**Updated: 12.23.19; 1.22**  
**Classification: Discretionary**