

# South San Independent School District

## GRIEVANCE PROCESS FLOW CHART BOARD POLICY DGBA (LOCAL)

**Guiding Principles:** *Employees are encouraged to discuss their concerns with their supervisor, principal, or other appropriate administrator who has the authority to address the concerns. Concerns should be expressed as soon as possible to allow for an early resolution at the lowest possible administrative level.*

**Records Maintenance:** *The Human Resources Department has been designated to maintain records of all complaints filed in the District. Employees should file the appropriate documents to the Director of Human Resources or designee as outlined in this process. Once a complaint is received, it will be filed as an official record of complaint and the Director of Human Resources or designee will determine the lowest level administrator who has the authority to remedy the alleged complaint.*

### INFORMAL CONFERENCE

Even after an employee initiates a formal complaint, employees are encouraged to seek an informal resolution of their concerns. If the employee feels the matter is resolved, they may withdraw the formal complaint at any time.

### LEVEL 1—IMMEDIATE SUPERVISOR OR LOWEST LEVEL ADMINISTRATOR WITH AUTHORITY TO REMEDY

An employee who has a complaint, shall file the complaint within **15 days** of the date the employee first knew, or with reasonable diligence should have known, of the event or series of events causing the complaint. The employee shall submit the complaint in writing. Unless otherwise agreed between the parties, the Level 1 grievance hearing shall be conducted within **10 days** of receipt of the written complaint. The Human Resources department shall notify the employee of the date, time and place of the grievance hearing at which the complaint may be presented. The administrator who conducts the hearing shall respond in writing to the employee within 10 days from the completion of the grievance hearing. The employee has **10 days** after receiving the response to appeal to the next level. The complaint shall be considered concluded if the employee does not appeal within that time limit. ***If unable to resolve...***

### LEVEL 2 - SUPERINTENDENT OR DESIGNEE

If the employee did not receive the relief requested at Level 1 or if the time for a response has expired, the employee may request a conference with the Superintendent or designee to appeal the Level 1 decision. The employee has **10 days** after receiving the response at Level 1 to appeal to Level 2. The appeal must be filed on a form provided by the District. The Superintendent or designee shall schedule a conference within 10 days after the appeal notice is filed. ***If unable to resolve...***

### LEVEL 3 – BOARD

If the employee did not receive the relief requested at Level 2 or if the time for response has expired, the employee may appeal the decision to the Board. The appeal must be filed in writing on a form provided by the District within 10 days of the Level 2 response deadline. The Superintendent or designee shall inform the employee of the date, time and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board. The complaint shall be considered concluded if the employee does not appeal within that time limit.