



Administrative Regulations

South San Antonio Independent School District

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Sample Grievance Script	

SAMPLE GRIEVANCE HEARING SCRIPT

Today we are here to consider the Level **One** grievance of **Tom Smith**. For the record, my name is **Jane Doe**, and I am the **Your Title**, in the South San Antonio Independent School District. I am the Superintendent’s designee designated by policy GF (LOCAL) to hear and make decisions regarding **Tom Smith’s** Level **One** complaint at this campus. Today is **December 2, 2055**, and it is **10:00 am.**, and we are meeting at this time at the **District Office Board Room** for this conference by mutual agreement.

Mr. Smith supplied the District with **his** written grievance on **November 20, 2055**. In order to provide the most accurate record possible of this grievance conference, a tape recording of the proceedings is being made. Please avoid talking when others are speaking so that the tape will reflect the proceedings accurately. If requested, I will provide **Mr. Smith** with a copy of the tape of this conference, upon payment of costs related to providing the copy.

For the record, I will now ask each individual present to clearly state his or her name and position.

[EVERYBODY INTRODUCES THEMSELVES FOR THE RECORD.]

I will now outline the procedures to be followed in this Level **One** grievance conference.

The Level **One** grievance will be conducted in accordance with the District's policy governing **Tom Smith’s** complaints, GF (LEGAL) and GF (LOCAL). This is a grievance presentation, and not a formal evidentiary hearing. There will be no questioning or cross-examination of witnesses. This is **Tom Smith’s** and **his** representative’s opportunity to fully detail for me the complaint and the facts that are claimed to support that complaint. **Tom Smith** and **his** representative should also detail for me clearly what remedies are being



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requested, so that I can make as fully informed decision as possible. Within the specified timelines, **Tom Smith** will make **his** presentation, and submit any documents **he** believes are relevant. As the Level **One** decision-maker, I may ask questions of those present as I see fit. Unless you tell me now that you expect to need a greater length of time, I will ask you to please attempt to limit your presentation to 30 minutes.

[NOTE: OR WHATEVER PERIOD YOU SET - IT IS BETTER TO DO THIS BY AGREEMENT BY FIRST ASKING **Tom Smith AND ANY REPRESENTATIVE PRESENT TO TELL YOU WHAT AMOUNT OF TIME IS NEEDED, AND GET THEM TO COMMIT TO THAT TIME LIMIT.]**

At the end of that time, if it is justified and you need additional time, I will give you 2 more minutes to wrap up.

Are there any questions regarding the conduct of this proceeding?

[ANSWER SUCH PROCEDURAL QUESTIONS AS THE SHE OR HIS REPRESENTATIVE MAY HAVE.]

Mr. Smith may now proceed with **his** Level **One** grievance presentation.

[AND/OR HIS REPRESENTATIVE MAKE THEIR PRESENTATION.]

[AFTER CONCLUSION OF THE GRIEVANCE PRESENTATION, ASK ANY FOLLOW-UP QUESTIONS YOU MAY HAVE. YOU WILL WANT TO MAKE SURE YOU HAVE ALL OF THE NECESSARY INFORMATION TO DECIDE THE GRIEVANCE AND/OR CONDUCT ANY INVESTIGATION; I.E., WHO? WHAT? WHERE? WHEN? WHO ELSE WITNESSED/WAS IN A POSITION TO WITNESS? ANY DOCUMENTS OR NOTES? ANY PHYSICAL EVIDENCE? ASK WHATEVER YOU NEED TO ASK IN ORDER TO PROPERLY CONSIDER, INVESTIGATE AND MAKE A DETERMINATION OF THE GRIEVANCE WHEN THE PRESENTATION IS COMPLETED AND YOU HAVE THE ANSWERS TO ALL OF YOUR QUESTIONS.]



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Thank you. This Level **One** grievance presentation is now concluded. I will now outline my process of reaching a decision in this case. Having heard **Tom Smith's** Level One grievance presentation, and at the conclusion of any additional investigation of that grievance that I may conduct, I may decide to GRANT **his** grievance, which means that I believe **his** complaint is valid and that **he** should be granted the relief **he** requests. Alternatively, I may decide to DENY the grievance, which means that **Mr. Smith** should be denied the relief **he** requests. As a third option, I can decide to GRANT in part or DENY in part any or all of the grievance or the requested remedies.

In my decision-making process, I shall consider the grievance documentation and the presentation made at this meeting, as well as responses made and documentation provided in any further investigation I feel may be appropriate in reaching a decision in this matter. I will prepare a written response to the Level **One** grievance and send it to **Tom Smith** within ten (10) District business days from the date of this conference, as provided by the timelines set forth in South San ISD's grievance policy GF (LOCAL).

Thank you very much for your cooperation. This conference is now concluded.