Mansfield ISD Problem-Solving Procedures
Employee Complaints/Grievances/Concerns

Step 1 – Contact the Staff Member

The most direct route to resolving a concern is to confer directly with the person involved (teacher, campus/department administrator). More than 95% of concerns are resolved by a conversation between those involved.

Step 2 – Contact your Campus/Department Supervisor or Area Superintendent, if applicable

Campus/Department administrators are responsible for the school's or department's operation. They can provide explanations of policies and procedures, clarifications and other pertinent information which may assist you in solving your concern.

Step 3 – Contact Human Resources – Level One Complaint

If steps 1 & 2 have not resolved your concern, you may file a formal Level One complaint. The complaint may be submitted by hand delivery, fax (817) 473-5488, or U.S. mail. A Human Resources administrator will be assigned to hear your complaint during a Level One hearing within ten days after receipt of the written complaint. The administrator shall investigate as necessary and shall provide the employee a written response within ten District business days following the conference. The link to the Level One Employee Complaint form is provided below:

Level One Complaint

Step 4 – Level Two Appeal

If the employee does not receive the relief requested at the Level One hearing, the employee may appeal the Level One decision. The appeal notice must be filed in writing, on a form provided by the District, within ten days of the date of the written Level One response. The link to the Level Two Employee Complaint form is provided below:

Level Two Appeal Notice

Step 5 – Contact the School Board

If the employee does not receive the relief requested at the Level Two hearing, the employee may request a Level Three hearing with the MISD School Board. The appeal notice must be filed in writing through the superintendent's office, on a form provided by the District, within ten days of the written Level Two response. The link to the Level Three Employee Appeal form is provided below:

Level Three Appeal Notice

For Substitute Use:

Campus initiated concerns regarding substitute conduct and/or performance are investigated through the office of Human Resource Development. Substitutes may contact Dr. Tracey Patton at TraceyPatton@misdmail.org to express a concern or inquire about a campus investigation.