

<b>Section G:</b>  <b>Human Resources</b>	<b>Knox County Board of Education Policy</b>		
	<b>Descriptor Term:</b>  <b>Employee Complaints and Grievances</b>	<b>Descriptor Code:</b>	<b>Issued:</b>
		<b>G-130</b>	<b>7/95</b>
		<b>Reviewed:</b>	<b>Revised:</b>
	<b>5/25</b>	<b>6/17</b>	

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**DEFINITIONS**

Complaint: A complaint is a request for remedy or redress of a situation brought by an employee in regard to Board policy and any instances which do not meet the definition of a “grievance.”

Grievance: A grievance is a request for the remedy or redress of a situation brought by an employee for which state or federal statute or regulation supplies a means of addressing the same with the employee’s employer through a formal grievance process.

**COMPLAINTS**

The Board of Education believes that disagreements arising in the course of employment should be resolved as quickly as possible and at the lowest supervisory level.

In instances of questions by an individual staff member concerning the adherence to policies and procedures, administrative practices within his or her particular school, and relationships with other employees, the staff member concerned must consult the administrative or supervisory personnel to whom he or she reports. If a satisfactory resolution of the problem cannot be reached after ample opportunity for consideration of the matter, the staff member concerned may discuss the matter with the next level of supervision up to and including the Director of Schools.

In instances where an individual staff member feels he or she cannot discuss a problem with an immediate superior, the staff member may take the problem to the next level of supervision.

Should it become necessary, the Director of Schools may review a complaint and take action and within a prompt, reasonable time shall notify all parties concerned of any decisions made regarding the complaint.

**GRIEVANCES**

Grievances concerning employment statutes related to harassment, equal employment opportunity, or medical accommodations should be addressed as provided for in Board policies C-190 (Complaints under the Americans With Disabilities Act) and G-220 (Harassment of Employees).

Teachers or principals may submit a grievance regarding the accuracy of performance evaluation data and/or the adherence to the performance evaluation policies adopted by the State Board of Education. Any grievance of this nature shall be addressed as provided for in a procedure developed by the Director of Schools which will comport with regulatory guidance adopted by the State Board of Education establishing the local board of education as the final appeal authority in this matter.<sup>1,2</sup>

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If the Board Chair determines that a document submitted to the School Board as a performance evaluation grievance appeal does not meet the definition of a grievance outlined above, the Chair shall be empowered to inform the grievant that the Board will not hear the appeal.

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Legal References:

1. T.C.A. § 49-1-302.
2. Tennessee State Board of Education Policy 5.201 Teacher and Principal Evaluation Policy.

Approved as to Legal Form  
By Knox County Law Director 6/5/2017  
*/Gary T. Dupler/Deputy Law Director*