Director Procedure Number: DP410
Title: Complaint Policy/Administrative
Section: Personnel - Administrative Employees

Complaint Policy/Administrative

1. Definition

For purposes of this procedure, the terms used herein shall have the following listed definitions:

a) Complaint - A complaint is any unresolved problem concerning application or interpretation of:
   1) State laws or regulations
   2) the policies, rules or regulations of the Joint Committee
   3) administrative procedures
b) A Day - A day is any day that the school's administrative offices are open for business.

2. Guidelines

Complaints should be discussed in private, informal conference between the parties involved and without conferees. At least one such private meeting should take place between the parties before the complaint is formalized.

A complainant may be represented or accompanied at the higher levels of authority by anyone of his/her choosing.

If the same complaint or substantially the same complaint is made by more than one administrator against one respondent, only one administrator, on behalf of self and the other complainants, should pursue the complaint through the prescribed procedure. Names of all complainants should appear on all the documents related to the settlement of the complaint.

The time limit provided for in this policy may be extended by mutual agreement of the parties. Any decision not pursued within the limits from one level to the next level shall be considered settled on the basis of the last decision and not subject to further appeal.

a) Level One, Director
   1) Within ten days after the occurrence of the act or omission giving rise to the complaint and following an informal discussion as outlined above, the complainant must present his/her complaint in writing to the Director. This statement shall be a clear concise statement of the grievance and:
      a. the rule, policy or law for which there is an alleged violation
      b. the circumstances on which the complaint is based
      c. the person(s) involved
      d. the decision rendered at the private conference
      e. the remedy sought

   Copies of this statement may be sent to any individuals who may have been present.

2) Within ten days the Director shall communicate his/her decision to the complainant in writing. If the Director does not respond within the time limit, the complainant may appeal to the next higher level of authority. Either party to the complaint shall have the right to request a personal conference in order to resolve the complaint. Either party may request the presence of one conferee.

b) Level Two, Superintendent of Record
   1) In the event the administrator is not satisfied with the decision in Level One, s/he may appeal the decision in writing to the Superintendent of Record within ten days after receiving it.
   2) This written statement shall include:
      a. a copy of the original complaint
      b. the decision rendered by the Director
      c. the name of the appellant's conferee if any
      d. a clear, concise statement of the reasons for the appeal on the decision
   3) Either party in the appeal may request a personal conference within the above time limits. After the delivery of the appeal, the Superintendent shall investigate the complaint including giving all persons who participated in Level One a reasonable opportunity to be heard within ten days.
   4) After delivery of the appeal, the Superintendent shall submit his/her decision in writing together with the supporting reasons, to the administrator/complainant and other parties involved. The decision of the Superintendent is final.

All documents, communications and records dealing with the processing of a complaint shall be filed in a separate file and shall not be kept in the personnel file of any of the participants.

Adopted: 11/11/81
Revised: 10/12/94
Revised: 3/13/13