STAFF COMPLAINTS AND GRIEVANCES

A complaint* is an assertion by an employee that there has been a violation or misinterpretation, or inequitable application of district policies, regulations and procedures, existing laws, or their actions that adversely and directly affect the employee personally and/or his/her work.

It is the intent of this procedure that employee complaints shall be identified and corrected at the earliest possible time, and at the lowest level of supervision.

Complaint processing should be viewed as a positive and constructive effort which seeks to establish the facts upon which the complaint is based and come to a fair conclusion. Employees will not be discriminated against nor will reprisal be attempted against an employee because he/she filed a complaint.

Procedures:

Complaints shall be processed according to the step-by-step procedures outlined below:

1. Working Site Level (Step 1)
   a. A complaint will be presented orally and informally to the immediate supervisor. If the complaint is not promptly resolved, it will be reduced to writing, using the Employee Complaint Form, and submitted to the immediate supervisor.

   b. Within five (5) workdays of receiving the complaint, the immediate supervisor will render a decision, in writing, using the Complaint Response Form, the complainant and the person or persons originally involved in the complaint.

2. Site Level (Step 2)
   a. Within five (5) workdays after receiving the decision at Step 1, the complainant may appeal the decision, in writing, to the appropriate principal.

   b. The principal will, within 10 workdays of receipt of the appeal, investigate and render a decision, in writing, to the complainant, the immediate supervisor and to the person or persons originally involved in the complaint.

3. District Level (Step 3)
   a. Within five (5) workdays after receiving the decision at Step 2, the complainant may appeal the decision, in writing, to the Superintendent, or official designee.

   b. The Superintendent, or official designee, will, within 10 workdays of receipt of the appeal, investigate and render a decision, in writing, to the complainant, the principal, or immediate supervisor, and to the person or persons originally involved in the complaint. Such decisions will be final.

* Note: Other procedures are followed for the processing of grievances as defined in Collective Bargaining Agreements. Such procedures are set forth in agreements with staff units.

See Policy GBK

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