AR-4144 (a)
AR-4244 (a)
AR-4344 (a)

ALL PERSONNEL - COMPLAINTS

The following guidelines shall prescribe the manner in which complaints are handled:

1. A "complaint" shall be defined as an alleged misapplication of the district's policies, regulations, rules, or procedures. Procedures for the resolution of employee complaints provide a route of appeal through administrative channels and the School Board, if necessary. If the complaint is related to discrimination or harassment, the district's procedure for complaints concerning discrimination should be used.

2. So as not to interfere with school schedules, meetings related to a complaint shall be held before or after the complainant's regular working hours.

3. All matters related to the complaint shall be kept confidential. Only those individuals directly involved in resolving the complaint shall be informed of the complaint.

4. All documents, communications, and records dealing with the complaint shall be placed in a district complaint file. No such material shall be placed in an employee's personnel file.

5. No reprisals shall be taken against any participant in a complaint procedure by reason of such participation.

6. Time limits specified in these procedures may be reduced or extended in any specific instance by written mutual agreement of the parties involved. If specified or adjusted time limits expire, the complaint may proceed to the next step.

7. Any complaint not taken to the next step within prescribed time limits shall be considered settled based on the answer given at the preceding step.

Informal Complaints

Employees are encouraged to resolve complaints informally. Formal complaint procedures shall not be initiated unless informal efforts to resolve the complaint have been exhausted and the complainant has provided a written description of such efforts.

Formal Complaint Procedure – Step 1

If a complaint has not been satisfactorily resolved by informal procedures, the complainant may file a written complaint with the immediate supervisor or principal within 60 days of the act of event which is the subject of the complaint.

Within five working days of receiving the complaint, the immediate supervisor or principal shall conduct any necessary investigation and meet with the complainant in an effort to resolve the complaint.

AR-4144 (a)
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ALL PERSONNEL - COMPLAINTS

The immediate supervisor or principal shall present all concerned parties with a written answer to the complaint within ten working days after the meeting.

Formal Complaint Procedure – Step 2

If a complaint has not been satisfactorily resolved at Step 1, the complainant may file the written complaint with the Superintendent or designee withing five working days of receiving the answer at Step 1. All information presented at Step 1 shall be included with the complaint, and the immediate supervisor or principal shall submit to the Superintendent or designee a report describing attempts to resolve the complaint at Step 1.

Within five working days of receiving the complaint, the Superintendent or designee shall conduct any necessary investigation and meet with the complainant in an effort to resolve the complaint.

The Superintendent or designee shall present all concerned parties with a written answer to the complaint within ten working days after the meeting.

If a complaint has not been satisfactorily resolved at Step 2, the complainant may file a written appeal to the School Board withing five working days of receiving the answer at Step 2. All information presented at Steps 1 and 2 shall be included with the appeal, and the Superintendent or designee shall submit to the School Board a report describing attempts to resolve the complaint at Step 2.

An appeal hearing shall be held at the next regularly scheduled School Board meeting which falls at least 12 days after the appeal is filed. This hearing shall be held in executive session if the complaint relates to matters properly addressed in executive session.

The School Board shall make its decision within 30 days of the hearing and shall mail its decision to all concerned parties. The School Board's decision shall be final.

Adoption Date: October 12, 2026