

Book	Policy Manual
Section	(P) PERSONNEL
Title	Policy P410 - Complaint Policy Administrative
Code	P410
Status	Active
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Last Revised	March 13, 2013
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Policy Number: P410

Title: Complaint Policy/Administrative

Section: Personnel - Administrative Employees

I. Purpose

Effective management of district affairs requires responsible and effective means of resolving difficulties which may arise among management level employees. To reduce potential areas of disagreement, and to establish and maintain recognized two-way channels of communication between the Joint Committee and management, this policy is established.

II. Authority

The Joint Committee intends in this complaint policy to expedite the process for all parties concerned. The policy, therefore, has as its goals the following:

The policy is intended to be used after an attempt has been made to resolve a difficulty on a face-to-face basis between the parties concerned.

The policy is to secure proper and equitable solutions to complaints at the lowest appropriate level, and to facilitate an orderly succession of procedures.

There shall be no reprisals of any kind taken against any employee because of participation in a complaint or support thereof.

III. Delegation of Authority

The Director shall establish guidelines for the effective implementation of this Policy.

42 Pa. C.S.A. 4563

Adopted: 11/11/81

Revised: 10/12/94

Revised: 3/13/13

See also:
DP P410 - Complaint Policy Administrative