

SHALER AREA SCHOOL DISTRICT

POLICY 526

SECTION: CLASSIFIED EMPLOYEES
 TITLE: COMPLAINT POLICY
 ADOPTED: February 18, 1998
 REVISED:

526. COMPLAINT POLICY

1. Purpose It is the policy of the Board to establish reasonable and effective means of resolving difficulties which may arise among employees, to reduce potential areas of complaints and to establish and maintain recognized two-way channels of communication between supervisory personnel and classified employees not otherwise covered by the terms of a collective bargaining agreement.

2. Authority The Board intends in this complaint policy to expedite the process for all concerned parties. The policy, therefore, is to secure proper and equitable solutions to complaints at the lowest possible level, and to facilitate an orderly procedure within which solutions may be pursued.

3. Definition For purposes of this policy, the terms used herein shall have the following definitions:
 1. A complaint is any unresolved problem concerning application or interpretation of State laws or regulations; the policies, rules or regulations of the Board; or written administrative procedures.
 2. A day is any day for which an employee is contracted to work.

4. Guidelines Complaints should be discussed in private, informal conferences between the parties involved.

At least one (1) such private meeting should take place between the parties before the complaint procedure is invoked.

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

Level One Immediate Supervisor

1. Within seven (7) days after the occurrence of the act or omission giving rise to the complaint, the complainant must present his/her complaint in writing to the immediate supervisor.

This statement shall be a clear concise expression of the complaint, the policy or law for which there is an alleged violation, the circumstances on which the complaint is based, the person(s) involved, the decision rendered at the private conference, and the remedy sought.

2. Within seven (7) days the immediate supervisor shall communicate his/her decision to the employee in writing. If the immediate supervisor does not respond within the time limit, the complainant may appeal to the next level.

Either party to the complaint shall have the right to request a personal conference in order to resolve the problem. Either party may request the presence of one conferee.

Level Two Superintendent or Assistant Superintendent

1. Within seven (7) days after receiving the decision of the immediate supervisor at Level One, the complainant may appeal the decision of Level One to the Superintendent or Assistant Superintendent. The appeal shall be in writing and shall be accompanied by a copy of the decision at Level One.

2. Within seven (7) days after delivery of the appeal, the Superintendent shall investigate the complaint, giving all persons who participated in Level One a reasonable opportunity to be heard.

3. Within seven (7) days after the delivery of the appeal, the Superintendent or Assistant Superintendent shall submit his/her decision in writing together with the supporting reasons, to the complainant and the immediate supervisor(s) involved.

Level Three The Board

1. Within seven (7) days after receiving the decision of the Superintendent, the complainant may appeal the decision in writing to the Board.
2. The Board shall schedule the matter for a hearing at executive session to be held at the next regularly scheduled Board meeting.

The complainant and/or his/her conferee shall be present at the hearing.

3. Within twenty (20) days the Board will submit its decision in writing together with supporting reasons to the complainant. A copy shall be furnished to the supervisors involved and the Superintendent.

The decision of the Board is final.

Miscellaneous Provisions

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.