

SECTION: ADMINISTRATIVE  
EMPLOYEES

TITLE: COMPLAINT POLICY

ADOPTED: October 16, 1997

REVISED:

# COUNCIL ROCK SCHOOL DISTRICT

326. COMPLAINT POLICY	
1. Purpose	Effective management of district affairs requires reasonable 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 Board and management, this policy is established.
2. Definition	For purposes of this policy, a <b>complaint</b> is defined as any unresolved problem concerning application or interpretation of State laws or regulations; the policies, rules or regulations of the Board; and/or administrative procedures.
3. Authority	The Board intends in this complaint policy to expedite the process for all parties concerned.
4. Guidelines	<p>The policy is to secure proper and equitable solutions to complaints at the lowest appropriate level, and to facilitate an orderly succession of procedures.</p> <p>There shall be no reprisals of any kind taken against any employee because of participation in a complaint or support thereof.</p> <p>Complaints should be discussed in private, informal conference between the parties involved.</p> <p>At least one (1) such private meeting should take place between the parties before the complaint is taken to the next higher level of authority.</p> <p>A complainant may be represented or accompanied at the higher levels of authority by anyone of his/her choosing.</p> <p>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.</p>

Level One, Immediate Supervisor

1. Within ten (10) 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 immediate supervisor.

This statement shall be a clear concise statement of the complaint; the rule, 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 ten (10) days the immediate supervisor shall communicate his/ her decision to the complainant in writing. If the supervisor 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.

Level Two Superintendent

1. Within ten (10) days after receiving the decision of the administrator in Level One, the complainant may appeal the decision to the Superintendent. The appeal shall be in writing and shall be accompanied by a copy of the decision at Level One.
2. Within ten (10) days 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.
3. Within ten (10) days after delivery of the appeal, the Superintendent shall submit his/her decision in writing, together with the supporting reasons, to the complainant and the administrator(s) involved.

Level Three, Discussion with the Board

1. Within ten (10) 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 an 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 ten (10) days the Board will submit its decision in writing, together with supporting reasons, to the complainant. A copy shall be furnished to the administrator(s) involved. 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.

In the event a complaint is filed late in the school year, both parties shall endeavor to expedite procedures to the maximum extent possible so that the procedure may be exhausted as soon after the school term as practicable.