

COUNCIL ROCK SCHOOL DISTRICT

SECTION: PROFESSIONAL EMPLOYEES

TITLE: COMPLAINT POLICY

ADOPTED: August 28, 1997

REVISED:

426. 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 professional employees.
2. Definition	For purposes of this policy, a complaint is defined as any unresolved problem or interpretation of State laws or regulations; the policies, rules or regulations of the Board; and/or written administrative procedures.
3. Authority	The Board intends in this complaint policy to expedite the process for all concerned parties.
4. Guidelines	<p>The policy 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.</p> <p>There shall be no reprisals of any kind against any employees or their representatives because of participation in a complaint or support thereof.</p> <p>Complaints should be discussed in private, informal conferences between the parties involved.</p> <p>At least one (1) such private meeting should take place between the parties before the complaint procedure is invoked.</p> <p>A complainant may be represented or accompanied at any higher level of authority by anyone of his/her choosing.</p> <p>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.</p>

Level One Immediate Supervisor

1. Within ten (10) 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 or administrator.

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 ten (10) days the supervisor and/or administrator shall communicate his/her decision to the employee in writing. If the supervisor and/or administrator 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

1. Within ten (10) days after receiving the decision of the administrator at 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, giving all persons who participated in Level One, a reasonable opportunity to be heard.
3. Within ten (10) days after the delivery of the appeal the Superintendent shall submit his/her decision in writing, together with the supporting reasons, to the complainant and the administrators involved.

Level Three, 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 administrators 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.

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.