

STAFF CONCERNS AND COMPLAINTS

Procedure for Resolution

STEP 1

An employee who feels a concern or has a complaint should first discuss the matter with the party involved. If the concern is resolved, or no further action is necessary, the matter is considered closed.

STEP 2

An employee who is unable to reach resolution of the concern with the party involved should communicate the matter to the immediate supervisor or principal or whoever has the authority and responsibility to deal most effectively with the concern. If the concern is resolved or no further action is necessary, the matter is considered closed.

STEP 3

If an employee feels the concern has not been resolved, the employee should communicate the matter to the appropriate member of the Senior Administration Team. The communication should include:

- the date upon which the matter arose;
- the nature of the incident giving rise to the concern or complaint;
- if applicable, the policy or regulation the application of which is being questioned; and
- the occasion upon which the matter was discussed with the employee's supervisor.

The member of the Senior Administration Team shall meet with the employee to discuss the concern as identified in the communication and make every effort to resolve the matter in a timely fashion.

STEP 4

If an employee feels the concern has not been resolved, the employee should communicate the matter to the Superintendent, including the former communication to the member of the Senior Administration Team, and the reasons why the employee feels the matter remains unresolved. The Superintendent shall meet with the employee to discuss the concern as identified in the communication and make every effort to resolve the matter in a timely fashion.

Accomplish Anything

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STEP 5

If the matter is unresolved after Step 4, the employee may submit to the Superintendent a written request for a Hearing before the Board at a future Board meeting, where the matter shall be considered in Committee of the Whole. The employee shall have an adequate opportunity to present the concern, and be entitled to and shall be offered the opportunity to have a witness or representative of choice present. The time believed necessary for the Hearing should be identified and agreed to prior to setting the date.

If the concern relates to a complaint the employee has against a third party, that party shall be permitted to receive a copy of the communication to the Superintendent, be permitted to be present throughout the Hearing, and to respond to the concern or complaint directly to the Board.

The decision of the Board shall be final.

— *Accomplish Anything* —

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