

SHALER AREA SCHOOL DISTRICT

POLICY 326

SECTION: ADMINISTRATIVE EMPLOYEES
 TITLE: COMPLAINT POLICY
 ADOPTED: March 18, 1998
 REVISED:

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. Authority The Board intends in this complaint policy to expedite the process for all parties concerned. The policy, therefore, is to secure proper and equitable solutions to complaints at the lowest appropriate level, and to facilitate an orderly succession of procedures.
3. Definition For purposes of this policy, the terms used herein shall have the following listed definitions:
 1. Complaint A complaint is any unresolved problem concerning application or interpretation of State laws or regulations; the policies, rules or regulations of the Board; and/or administrative procedures.
 2. Day A day is any day for which an administrator is contracted to work.
4. Guidelines Complaints should be discussed in private, informal conference between the parties involved.

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.

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.

Level One, Immediate Supervisor

1. Within seven (7) calendar 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.

Copies of this statement may be sent to any individuals who may have been present.

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

2. Within seven (7) calendar 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 seven (7) calendar 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 supervisor(s) involved.

Level Three, Discussion with the Board

1. Within seven (7) calendar 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 seven (7) calendar days the Board will submit its decision in writing together with supporting reasons to the complainant. A copy shall be furnished to the supervisor(s) involved. The decision of the Board is final.

Miscellaneous

Provision

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.