

Public Complaints Concerning School Personnel

***Required information concerning complaint:***

- ▶ The name(s) of the person(s) making the complaint.
- ▶ Whether the person(s) making the complaint represents an individual or a group.
- ▶ Whether the person(s) making the complaint has discussed the problem with the employee in question.
- ▶ Whether the person(s) making the complaint has discussed the problem with the immediate supervising administrator.
- ▶ A summary of the complaint(s) and of the above three items.

***Processing of complaint(s) following written summation:***

- ▶ The superintendent or his designee shall determine the appropriate administrative level for the handling of the written complaint
- ▶ The written complaint shall be presented to the employee toward whom it is directed, by the administrator handling the complaint.
- ▶ The employee will have a minimum of five (5) working days in which to reply to the complaint. The Superintendent recognizes that circumstances will arise in which fairness will require the employee to have more than five (5) days to respond to a complaint. In such situations, the Superintendent shall not hesitate to allow such additional time as the circumstances would require.
- ▶ If the complaint is not resolved between the originator of the complaint and the employee, the complaint shall be returned to the Superintendent.
- ▶ The Superintendent shall have sufficient time to resolve the situation with all parties involved.
- ▶ The complaint and resolution shall be filed in the employee's personnel file and in a file under the name of the complainant.
- ▶ It is the responsibility of the Superintendent to keep the Board informed in a general manner as to the progress toward resolution of this type of complaint unless it is clear that the Board will act as the final arbiter and needs to remain unbiased. In this case the Superintendent will advise only the Board chairperson as to the complaint and the anticipated Board involvement.

Adopted on: 4/6/00

Revised on: