

Book	SMSD Policies
Section	G: Personnel
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## Complaints

### Definition

A complaint may be about a concern or problem that exists or is encountered by a professional employee of the district during the pursuit of his or her employment. A complaint may be about a problem or concern which is not covered by the current grievance procedure.

### Purpose

The primary objective of the complaint procedure is to secure an open line of communication among district employees. When a complaint arises, a sincere effort should be made by all persons concerned to resolve the problem in order to relieve frustrating situations and to promote good morale.

### General Provisions

1. A complaint may be filed by an individual professional employee or by a group of professional employees.
2. The employee may drop the complaint at any level.
3. None of the documents, communications and records dealing with the processing of a complaint shall be filed in the personnel files of professional employees.

## General Procedures

The following procedures are established in order to assist in the fair resolution of professional employee complaints. A complaint is defined as a claim by a professional employee (complainant) that a problem or concern has occurred during the pursuit of the complainant's employment. When a complaint is filed, the following procedure will be followed; and every effort will be made to secure an appropriate resolution as early as possible.

1. As used in this policy, the term "complainant" means the individual professional employee filing a complaint under this procedure; the term "days" shall mean days when school is in session except that when a complaint is filed on or after May 15, "days" shall refer to Monday through Friday, excepting legal holidays.
2. A complaint will be recognized only if it is filed at the appropriate level within 10 days after the occurrence of the event which is the subject of the complaint.
3. The inclusion of time limits in this policy is for the purpose of ensuring prompt action. In circumstances where the complainant does not pursue the next step of the complaint procedure within the time period specified, unless there is a mutually agreed extension of time, the complaint shall be deemed to have been settled and no further action shall be required. If the appropriate administrator fails to give a written reply to a complaint within the required time period (Level One excluded), the complaint shall be considered to have been denied and the complainant may submit the complaint in writing to the next level.

### Procedures: Levels One Through Five

#### 1. Level One

A complainant shall, within 10 days after the occurrence of the event which is the subject of the complaint, make an appointment and discuss the matter with his or her immediate supervisor. Every effort will be made to resolve the complaint informally at this level. Within 5 days after the initial discussion, the supervisor shall make an appointment with the complainant to give an oral response.

#### 2. Level Two

In the event the complainant is not satisfied with the resolution of the complaint at Level One, a written complaint shall be filed on the district's complaint form within 5 days after the oral response at Level One. A detailed description of the factual circumstances upon which the

complaint is based shall be included. The immediate supervisor must submit a written answer within 5 days after receipt of the written complaint.

3. Level Three

In the event the complainant is not satisfied with the disposition of the complaint at Level Two, the complainant may submit the written complaint to the appropriate associate superintendent within 5 days after receipt of the written response of Level Two. The associate superintendent may confer with all parties involved to determine the possible resolution of the problem. District resources and personnel may be used to assist in the resolution of the complaint. The associate superintendent will meet with the complainant and discuss the findings. A resolution of the complaint will be placed in writing to the complainant and his/her immediate supervisor within 5 days after receipt of the written complaint at Level Three.

4. Level Four

In the event the complainant is not satisfied with the disposition of the complaint at Level Three, the complainant may submit the written complaint to the superintendent within 5 days after receipt of the written response of Level Three. The superintendent may confer with all parties involved to determine the possible resolution of the problem. District resources and personnel may be used to assist in the resolution of the complaint. The superintendent will meet with the complainant and discuss the findings. A resolution of the complaint will be placed in writing to the complainant, his/her immediate supervisor and the appropriate associate superintendent within 5 days after receipt of the written complaint at Level Four.

5. Level Five

In the event the complainant is not satisfied with the disposition of the complaint at Level Four, and if the complaint deals directly with board policy, the complainant may submit a letter to the president of the board within 10 days after receipt of the written response of Level Four, requesting a review of the complaint by the board.

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Policy

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