

WALLINGFORD- SWARTHMORE SCHOOL DISTRICT

SECTION: EMPLOYEES

TITLE: EMPLOYEE COMPLAINT
PROCESS

ADOPTED: February 25, 2002

REVISED: March 23, 2015

326. EMPLOYEE COMPLAINT PROCESS	
1. Purpose	It is the Board's intent 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 employees for situations not covered by the terms of a collective bargaining agreement.
2. Authority	<p>The Board adopts this policy to facilitate proper and equitable solutions to employee complaints at the lowest appropriate level, and to establish an orderly procedure within which solutions may be pursued.</p> <p>There shall be no reprisals of any kind taken against any employees or their representatives because of support of or participation in a complaint.</p>
3. Definition	Complaint - any unresolved problem concerning application or interpretation of state laws or regulations; policies or rules of the Board; and written administrative procedures.
4. Guidelines	<p>Complaints should be discussed in private, informal conference between the parties involved.</p> <p>At least one (1) 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 in this policy may be extended by mutual agreement of the parties. Any decision not appealed within the time 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.</p>

Level One - Immediate Supervisor

Within seven (7) days after the occurrence giving rise to the complaint, and following an informal discussion as outlined, the complainant must present his/her complaint in writing to the immediate supervisor.

This statement shall be a clear, concise expression of the complaint; the rule, policy or law for which there is an alleged violation; circumstances on which the complaint is based; person(s) involved; decision rendered at the private conference; and the remedy sought.

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

Within seven (7) days, the immediate supervisor shall communicate his/her decision in writing to the employee. If the 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 (1) conferee.

Level Two - Superintendent/Designee

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

Within seven (7) days after delivery of the appeal, the Superintendent or designee shall investigate the complaint, giving all persons who participated in Level One a reasonable opportunity to be heard.

Within seven (7) days after delivery of the appeal, the Superintendent or designee shall submit his/her decision in writing, together with the supporting reasons, to the complainant and the administrator involved.

Level Three - The Board

Within seven (7) days after receiving the decision of the Superintendent or designee, the complainant may appeal the decision in writing to the Board.

The Board shall schedule the matter for a hearing to be held at the next regularly scheduled Board meeting.

The complainant and his/her conferee shall be present at the hearing.

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.

The decision of the Board is final.

Miscellaneous Provisions

All documents, communications, and records dealing with processing a complaint shall be filed in a separate file and shall not be kept in the personnel file of any of the participants.

References:

School Code – 24 P.S. Sec. 510