

Tyrone Area School District

TITLE: COMPLAINT POLICY

ADOPTED:

REVISED:

	<p style="text-align: center;">326. COMPLAINT POLICY</p> <p>1.Purpose It is the policy of the Board to establish a reasonable and effective means of resolving difficulties among management level employees and to establish communication between management and the Board.</p> <p>2.Authority The Board intends in this complaint policy to expedite the resolution of difficulties between the parties; it is intended to be used after the parties in a dispute have attempted to resolve the problem on an informal basis. The goal of this policy is to secure proper and equitable solutions to complaints at the lowest possible level, and to facilitate the procedure for pursuing and reaching settlement of complaints.</p> <p>3.Definition For purposes of this policy, the terms used herein shall have the following listed definitions: <u>Complaint</u> A complaint is any unresolved problem concerning application or interpretation of the policies, rules or regulations of the Board or administrative procedures. <u>A day</u> A day is any day for which an administrator is contracted to work.</p> <p>4.Guidelines Complaints should be discussed in a private, informal conference between the parties involved. At least one such private meeting should take place between the parties before the complaint is taken to the next higher level of authority. <u>Level One, immediate supervisor</u> A. Within seven 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.</p>
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<p><u>Miscellaneous</u></p>	<p>This statement shall be a clear concise statement of the complaint, and the rule, policy or regulation for which there is an alleged violation, the person(s) involved, the decision rendered at the private conference, and the remedy sought.</p> <p>B. Within five 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; however, the time limits may be extended by mutual agreement of the parties.</p> <p>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.</p> <p><u>Level Two, Superintendent</u></p> <p>A. In the event the employe is not satisfied with the decision in Level One, s/he may appeal the decision in writing to the Superintendent within five days after receiving it.</p> <p>B. This written statement shall include a copy of the original complaint and the decision rendered by the immediate supervisor.</p> <p>C. The Superintendent shall communicate his/her decision to the complainant within seven days.</p> <p><u>Level Three, The Board</u></p> <p>A. The complainant may appeal the decision in writing to the Board.</p> <p>B. The Board shall schedule the matter for a hearing at an executive session to be held at the next regularly scheduled Board meeting.</p> <p>C. Within ten days the Board will submit its decision in writing together with supporting reasons to the complainant. A copy shall be furnished to the administrator(s) involved. The decision of the Board is final.</p> <p><u>Provisions</u></p> <p>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.</p>
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