

Tyrone Area School District

TITLE: COMPLAINT POLICY

ADOPTED:

REVISED:

426. COMPLAINT POLICY	
1.Purpose	<p>It is the policy of the Board 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 professional employees not otherwise covered by the terms of a collective bargaining agreement.</p>
2.Authority	<p>The Board intends in this complaint policy to expedite the process for all concerned parties. The policy, therefore, has as its goal the following:</p> <p>The policy is intended to be used after an attempt has been made to resolve a difficulty on an informal basis between the parties concerned.</p> <p>The policy is to secure proper and equitable solutions to complaints at the lowest possible level, and to facilitate an orderly procedure within which solutions may be pursued.</p> <p>There shall be no reprisals of any kind against any employees or their representatives because of participation in a complaint or support thereof.</p>
3.Definition	<p>For purposes of this policy the terms used herein shall have the following definitions:</p> <p><u>Complaint</u>A complaint is any unresolved problem or interpretation of the policies, rules or regulations of the Board or written administrative procedures.</p> <p><u>A day</u>A day is any day for which an employe is contracted to work.</p>
4.Procedures	<p>Complaints should be discussed in private, informal conferences between the parties involved.</p> <p>A complainant may be represented or accompanied at any higher level of authority by anyone of his/her choosing.</p>

Level One Immediate Supervisor

A. Within seven days after the occurrence of the act or omission giving rise to the complaint, the complainant must present his/her complaint in writing to the immediate supervisor or administrator.

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

B. Within five days the immediate supervisor shall communicate his/her decision to the employe in writing. If the supervisor does not respond within the time limit, the complainant may appeal to the next level; however, time limits may be extended by mutual agreement of the parties.

Any decision not appealed within the time limit shall be considered on the basis of the last decision and not subject to further appeal.

Level Two Principal

A. If the employe is not satisfied with the decision at Level One, s/he may appeal the decision in writing to the principal within five days after receiving it. This written statement shall include a copy of the original complaint and the decision rendered.

The principal shall communicate the decision to the complainant within seven days.

Level Three Superintendent

A. Within seven days after receiving the decision of the administrator at Level Two, the complainant may appeal the decision of Level Two to the Superintendent or Assistant Superintendent. The appeal shall be in writing and shall be accompanied by a copy of the decisions at Level One and Level Two.

B. Within five days after the delivery of the appeal, the Superintendent shall investigate the complaint, giving all persons who participated in Levels One and Two, a reasonable opportunity to be heard. Within seven days after the delivery of the appeal, the Superintendent or Assistant Superintendent shall submit his/her decision in writing together with the supporting reasons to the complainant.

Level Four, The Board

A. The complainant may appeal the decision in writing to the Board.

The Board shall schedule the matter for a hearing at an executive session to be held

	<p>at the next regularly scheduled Board meeting. Within ten days the Board will submit its decision in writing together with supporting reasons to the parties involved.</p> <p>The decision of the Board is final.</p> <p><u>Miscellaneous 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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