

Tyrone Area School District

TITLE: COMPLAINT POLICY

ADOPTED:

REVISED:

	<p style="text-align: center;">526. COMPLAINT POLICY</p> <p>1.Purpose 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 classified employees.</p> <p>2.Authority The Board intends in this complaint policy to expedite the process for all concerned parties. The policy, therefore, has as its goal the following: 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. 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. There shall be no reprisals of any kind against any employees or their representatives because of participation in a complaint or support thereof.</p> <p>3.Definition For purposes of this policy the terms used herein shall have the following definitions: <u>Complaint</u> A complaint is any unresolved problem concerning application or interpretation of the policies, rules or regulations of the Board or written administrative procedures. <u>A Day</u> A day is any day for which an employe is contracted to work.</p> <p>4.Procedures Complaints should be discussed initially in a private, informal conference between the parties involved. At any higher level, a complainant may be represented or accompanied by anyone of his/her choosing.</p>
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Level One Immediate Supervisor

Within seven (7) days following a private conference between the parties in a dispute, the complainant shall submit the complaint, in writing, to the immediate supervisor, giving a concise expression of the complaint and stating the policy or rule or regulation violated, including the person(s) involved, the result of the private conference and the remedy sought by the complainant.

Within five (5) days, the immediate supervisor shall communicate a decision to the complainant, in writing. If the supervisor does not respond within the time limit of five (5) days, the complainant may appeal to the next level of authority; 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 Administrative Assistant/Superintendent or designee

If the complaint is not resolved at Level One, the complainant may appeal, in writing, to the Administrative Assistant and must do so within five (5) days, again stating the complaint and the result of the appeal at Level One.

The Administrative Assistant shall, within seven (7) days, communicate a decision in writing to the complainant.

Level Three Superintendent

If the complaint is not resolved at Level Two, the complainant may appeal, in writing, to the Superintendent and must do so within seven (7) days, stating the complaint and the results of the appeals at Levels One and Two.

The Superintendent shall, within five (5) days, investigate the circumstances of the complaint, hearing all persons involved in the negotiations and after seven (7) days shall render a decision in writing to the complainant.

Level Four The Board

If the complaint is not resolved at Level Three, the complainant may appeal to the Board, which shall schedule the matter for hearing at an executive session at the next regularly scheduled meeting. Within ten (10) days, the Board will communicate its decision to the parties involved. The decision of the Board is final.

All documents, communications and records produced in the complaint procedure shall be kept separate from the personnel files of any of the participants.

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