

GBK - EMPLOYEE COMPLAINTS AND GRIEVANCES

The Board will establish an orderly, well-defined grievance procedure for the resolution of problems derived from application of Board policies. Grievances will be handled expeditiously in accordance with the procedures approved by the Board.

The language set up for the resolution of "grievances" in collective bargaining agreements between the Board and recognized employee organizations will apply only to grievances as defined in the particular agreement.

PROCEDURE

A complaint or grievance* is an assertion by an employee that there has been a violation, misinterpretation, or inequitable application of District policies, regulations and procedures, existing laws, or other actions that adversely and directly affect the employee personally and/or his/her work.

It is the intent of this procedure that employee complaints will be identified and corrected at the earliest possible time**, and at the lowest level of supervision.

Complaint processing should be viewed as a positive and constructive effort which seeks to establish the facts upon which the complaint is based and come to a fair conclusion. Employees will not be discriminated against nor will reprisal be attempted against an employee because he/she has filed a complaint.

Complaints will be processed according to the step-by-step procedures outlined below:

1. Working Site Level (Level I)
 - a. A complaint will be presented orally and informally to the immediate supervisor. If the complaint is not promptly resolved, it will be reduced to writing, and submitted to the immediate supervisor.
 - b. Within five (5) workdays of receiving the complaint, the immediate supervisor will render a decision, in writing, to the complainant and the person or persons originally involved in the complaint.
2. Site Level (Level II)
 - a. Within five (5) workdays after receiving the decision at Step 1, the complainant may appeal the decision, in writing, to the appropriate Principal.
 - b. The Principal will, within ten (10) workdays of receipt of the appeal, investigate and render a decision, in writing, to the complainant, the immediate supervisor and to the person or persons originally involved in the complaint.
3. District Level (Level III)
 - a. Within five (5) workdays after receiving the decision at Step 2, the complainant may appeal the decision, in writing, to the Superintendent, or official designee.

- b. The Superintendent, or official designee, will, within ten (10) workdays of receipt of the appeal, investigate and render a decision, in writing, to the complainant, the Principal, or immediate supervisor, and to the person or persons originally involved in the complaint. Such decisions will be final.
- c. If the Superintendent's or his/her designee's answer fails to resolve the complaint, then the employee may, within five (5) workdays, refer the matter to the School Board.

* Note: Other procedures are followed for the processing of grievances as defined in collective bargaining agreements. Such procedures are set forth in agreements with staff units.

** Note: If the grievance is time sensitive it is understood by all parties that resolution may necessitate more expedient action by higher authorities and no repercussion will occur.

Statutory/Regulatory/Policy/Handbook Cross References

Handbook (Referenced in Personnel Handbooks)

APPROVED: July 20, 2006