

### **Board Policy**

The following procedure is to be utilized when attempting to resolve complaints within Shelley Joint School District No. 60. **Complaints regarding district employees are to be considered confidential at every level of this procedure.** It is designed to provide due process and protect the legal rights of all participants. A breach in confidentiality by any party could result in legal action.

1. If an individual has a complaint with a district employee relating to their employment, he/she should first seek resolution by discussing the complaint with that employee, **within five (5) working days** of becoming aware of the incident. Complaints concerning district programs should be handled in the same manner. Every effort should be made to resolve the matter at this level.
2. If the complaint is not resolved at the Step 1 level, the matter may then be submitted to the employee's principal or immediate supervisor **within five (5) working days** of the completion of Step 1.
  - a. The complainant should complete the Public Complaint Policy Form: Personnel and Programs, setting forth the facts and circumstances supporting the allegation made and identifying the desired resolution.
  - b. Upon receipt of the complaint form, the principal will, **within five (5) working days**, hold an informal meeting with both parties to discuss the allegations and to allow the complainant and employee to discuss the allegations.
  - c. This hearing shall remain informal and focus on resolution of the complaint. If it appears that resolution cannot be reached, the principal shall render a decision on the complaint **within five (5) working days**, notifying both parties in writing within the same time frame.
3. If the complainant is not satisfied with the decision, he/she may appeal to the Superintendent, or his designee should the Superintendent be unavailable **within five (5) working days** of receipt of the written decision.
  - a. Such appeal shall be made by completing the Public Complaint Policy Form: Request for Appeal, setting forth the unresolved allegations and the desired resolution. The appeal form, along with copies of the original complaint form and the written decision by the principal, will be submitted to the Superintendent /designee.
  - b. The Superintendent/designee shall, **within five (5) working days**, hold an informal meeting with the parties to discuss the allegations and to allow the parties to present evidence.
  - c. This hearing shall remain informal and focus on resolution of the complaint. If it appears that resolution cannot be reached, the Superintendent/designee shall render a decision on the complaint **within five (5) working days**, notifying both parties in writing within the same time frame.

4. If the complaint is not resolved at the Step 3 level, the complaint may be appealed by either party, **within five (5) working days**, to the Board of Trustees under the following conditions.
  - a. The complainant(s) registering the appeal shall complete and submit the Public Complaint Policy Form: Appeal to Board of Trustees, with copies of all previous forms and decisions rendered.
  - b. The complainant shall be notified **within five (5) working days** of the filing of the appeal, and shall be provided notice of an informal hearing to be held in Executive Session, including date, place and time of the hearing. The executive session could be held preceding a regularly scheduled board meeting or as an emergency board meeting, whichever would resolve the matter in a timely manner.
  - c. The appealant or a designee may present facts, make explanations and clarify issues. Each party shall be given a complete and fair opportunity for explanation, comments, and presentation of facts as he or she understands them.
  - d. It is the intent of the Board of Trustees that, after testimony is given, a decision can be rendered after Board deliberation. In certain instances, that might not be practical. When the decision is made, all parties will be promptly notified and a written copy will be delivered to all parties **within five (5) working days** of the hearing. The decision of the Board of Trustees will be final.
  
5. All time lines set forth may be altered by consent of all parties concerned.

Revised: June 18, 2009

Public Complaint Policy Form: Personnel and Programs

This form is to be completed only after discussing the matter informally with the person or program supervisor. If resolution has not occurred, this form is to be prepared by any individual who wishes the Principal to review the services or programs provided by an employee or by a program of the District.

There must be verification of informal conference with individual or program director prior to filing this form.

I wish to have the District formally review the services being provided by:

\_\_\_\_\_ (Individual or Program)

I have observed the situation myself: \_\_\_\_\_ Yes \_\_\_\_\_ No

These are my specific concerns: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I have reviewed or discussed these concerns with the following School District employees:

\_\_\_\_\_

\_\_\_\_\_

These are my recommendations: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (Date)

\_\_\_\_\_ (Signature of Complainant Requesting Review)

\_\_\_\_\_ (Phone)

\_\_\_\_\_ (Address)

For Office Use Only	
_____ Signature of Individual under Review or Program Supervisor	Date Received _____
_____ Date	Assigned to _____

Public Complaint Policy Form: Request for Appeal

This form is to be completed only after completing step 2. If resolution has not occurred, this form is to be prepared by any individual who wishes the Superintendent to review the services or programs provided by an employee or by a program of the District.

There must be verification of informal meeting with principal or program director prior to filing this form.

I wish to have the District formally review the services being provided by:

\_\_\_\_\_ (Individual or Program)

I have observed the situation myself: \_\_\_\_\_ Yes \_\_\_\_\_ No

These are my specific concerns: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I have reviewed or discussed these concerns with the following School District employees:

\_\_\_\_\_

\_\_\_\_\_

These are my recommendations: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (Date)

\_\_\_\_\_ (Signature of Complainant)

\_\_\_\_\_ (Phone)

\_\_\_\_\_ (Address)

For Office Use Only	
_____ Signature of Individual under Review or Program Supervisor	Date Received _____
_____ Date	Assigned to _____

Public Complaint Policy Form: Appeal to Board of Trustees

This form is to be completed only after completing step 2. If resolution has not occurred, this form is to be prepared by any individual who wishes the Superintendent to review the services or programs provided by an employee or by a program of the District.

There must be verification of informal meeting with principal or program director prior to filing this form.

I wish to have the Board of Trustees formally review the services being provided by:

\_\_\_\_\_  
(Individual or Program)

I have observed the situation myself: \_\_\_\_\_ Yes \_\_\_\_\_ No

These are my specific concerns: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

These are my recommendations: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature of Complainant)

\_\_\_\_\_  
(Phone)

\_\_\_\_\_  
(Address)

For Office Use Only	
_____ Signature of Individual under Review or Program Supervisor	Date Received _____
_____ Date	Assigned to _____