

COMMUNITY RELATIONS

4110P

Patron Grievances Procedure

This complaint procedure should be followed if a grievant believes that the Board, its employees or agents have violated the grievant's rights guaranteed by the State or federal constitutions, State or federal statutes, or Board policy.

Grievances will be processed according to the step-by-step process outlined below. However, if a person designated to hear a grievance is the subject of the grievance, the grievance process will begin at the next highest step and the process shall be modified as needed to meet the objectives of the Grievance Procedure. If a grievance is directly based on official Board action, the grievance shall be directed to the Clerk of the Board. The grievance may be heard by the Board at the sole discretion of the Board.

Step 1: Informal: A grievant with a complaint is expected to first discuss it with the teacher/staff member involved, with the objective of resolving the matter promptly and informally. An exception is that complaints of sexual harassment should be discussed with the first line administrator that is not involved in the alleged harassment. The grievant is encouraged to bring the issue back to the staff member, if the matter is not resolved to satisfaction the first time.

Step 2: Principal: If the complaint is not resolved at Step 1, the grievant should address the issue with that staff member's direct supervisor (usually a building administrator/principal) with the objective of resolving the matter promptly. The principal shall investigate and attempt to resolve the complaint and will report to the complainant that the issue has been addressed.

NOTE: If the complaint alleges a violation of Title IX, Title II, Section 504 of the Rehabilitation Act, or sexual harassment, the school official shall turn the complaint over to the Nondiscrimination Coordinator who shall investigate the complaint. The District has appointed Nondiscrimination Coordinators to assist in the handling of discrimination complaints. The Coordinator will complete the investigation and file the report with the Superintendent within thirty (30) school business days after receipt of the written grievance. The Coordinator may hire an outside investigator if necessary. If the Superintendent agrees with the recommendation of the Coordinator, the recommendation will be implemented. If the Superintendent rejects the recommendation of the Coordinator, and/or either party is not satisfied with the recommendations from Step 2, the grievant may make a written appeal within fifteen (15) school business days of receiving the report of the Coordinator to the Board for a hearing.

Step 3: Superintendent: If the grievant is not satisfied with the supervisor's decision, the complaint may be advanced to Step 3 by requesting that the Superintendent/designee review the supervisor's decision. If there is a different direct supervisor of that supervisor (such as Director of Elementary/Secondary Education, Director of Finance/Operations or Assistant/Associate Superintendent), the grievant shall address the issue with him/her prior to the Superintendent's

involvement. The designee shall investigate and attempt to resolve the complaint and will report to the complainant that the issue has been addressed. If the grievant is not satisfied with the designee's decision, the Superintendent will address the issue. If the Superintendent agrees with the recommendation of the designee, the recommendation will be implemented/upheld. If the Superintendent rejects the recommendation of the supervisor, the matter will be resolved by the Superintendent. The Superintendent will report to the complainant that the issue has been addressed.

Any individual appealing a decision of the Superintendent to the Board bears the burden of proving a failure to follow Board policy.

Step 4: School Board: If the grievant is not satisfied with the Superintendent's decision, the complaint may be advanced to Level 4 by requesting that the School Board review the decision. Any individual appealing a decision of the Superintendent to the Board bears the burden of proving a failure to follow Board Policy. A decision shall be made and reported to the complainant within a reasonable amount of time. The decision of the Board will be final.

Procedure History:

Promulgated on: 2/3/14

Revised on: 5/4/15, 12/2/19