



## **Procedure:**

The Executive Director shall determine whether a complaint should be considered a complaint against the school and/or an individual employee, and whether it should be resolved by the school's process for complaints concerning personnel and/or other school procedures.

To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against school employees:

1. Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns.
2. If a complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may submit a written complaint to the employee's immediate supervisor or the Executive Director. If the complainant is unable to prepare the complaint in writing, an administrative staff member shall be assigned to assist the complainant.
3. Complaints related to a director or administrator shall be initially filed in writing with the Executive Director or designee. Complaints related to the Executive Director shall be initially filed in writing with the Board.
4. When a written complaint is received, the employee shall be notified within five days.
5. A written complaint shall include:
  - a. The full name of each employee involved
  - b. A brief but specific summary of the complaint and the facts surrounding it
  - c. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter
6. Board members and/or employees responsible for investigating complaints shall attempt to resolve the complaint to the satisfaction of the parties involved within 30 days.
7. Both the complainant and the employee against whom the complaint was made may appeal a decision by the Executive Director to the Board, which shall attempt to resolve the complaint to the satisfaction of the person involved within 30 days.
8. Before any Board consideration of a complaint, the Executive Director shall submit to the Board a written report concerning the complaint, including but not limited to:
  - a. The full name of each employee involved

- b. A brief but specific summary of the complaint and the facts surrounding it, sufficient to inform the Board and the parties as to the precise nature of the complaint and to allow the parties to prepare a response.
  - c. A copy of the signed original complaint
  - d. A summary of the action taken by the Executive Director, together with his/her specific finding that the problem has not been resolved and the reasons
9. The Board may uphold the Director's decision without hearing the complaint.
10. All parties to a complaint may be asked to attend a Board meeting in order to clarify the issue and present all available evidence.
11. A closed session may be held to hear the complaint in accordance with law.
12. The decision of the Board is final.

Any complaint of child abuse or neglect or any violation of law alleged against a school employee shall be reported to the appropriate local agencies in accordance with law, Board policy and administrative procedures.

Original Policy: 12/03/2004

Revised Policy: 03/09/2007

Revised Policy: 11/12/2021