

SECTION: ADMINISTRATIVE
EMPLOYEES

TITLE: COMPLAINT POLICY

ADOPTED February 8, 1999

REVISED:

PENN MANOR SCHOOL DISTRICT

326. COMPLAINT POLICY	
1. Purpose	Effective management of district operations requires reasonable and effective means of resolving conflicts which may arise among management level employees. This policy is established to reduce potential areas of disagreement, and to establish and maintain recognized two-way channels of communication between the Board and management.
2. Authority	<p>The Board adopts this policy to facilitate proper and equitable solutions to complaints at the lowest appropriate level, and to establish orderly procedures within which solutions may be pursued.</p> <p>There shall be no reprisals of any kind taken against any employee because of participation in or support of a complaint.</p>
3. Definition	Complaint - any unresolved problem concerning application or interpretation of State laws or regulations, policies or rules of the Board, or administrative procedures.
4. Guidelines	<p>At least one (1) private meeting should take place between the parties involved before the complaint is taken to the next higher level of authority.</p> <p>The time limit provided for in this policy may be extended by mutual agreement of the parties. Any decision not pursued within the time limits from one level to the next level shall be considered settled on the basis of the last decision and not subject to further appeal.</p> <p><u>Level One - Immediate Supervisor</u></p> <p>Within ten (10) days after the occurrence giving rise to the complaint and following an informal discussion as outlined, the complainant must present his/her complaint in writing to the immediate supervisor.</p>

This statement shall be a clear, concise expression of the complaint and the rule, policy or law for which there is an alleged violation, circumstances on which the complaint is based, person(s) involved, decision rendered at the private conference, and remedy sought.

Copies of this statement may be sent to any individuals who were present.

Within ten (10) days the immediate supervisor shall communicate his/her decision in writing to the complainant. If the supervisor does not respond within the time limit, the complainant may appeal to the next level.

Either party to the complaint shall have the right to request a personal conference in order to resolve the complaint. Either party may request the presence of one (1) conferee.

Level Two - Superintendent

Within ten (10) days after receiving the decision of the administrator in Level One, the complainant may appeal the decision to the Superintendent. The appeal shall be in writing and shall be accompanied by a copy of the decision at Level One.

Within seven (7) days after delivery of the appeal, the Superintendent shall investigate the complaint, giving all persons who participated in Level One a reasonable opportunity to be heard.

Within ten (10) days after delivery of the appeal, the Superintendent shall submit his/her decision in writing, together with the supporting reasons, to the complainant and the administrator involved.

Level Three - Discussion with the Board

Within ten (10) days after receiving the decision of the Superintendent, the complainant may appeal the decision in writing to the Board.

The Board shall schedule the matter for a hearing at an executive session to be held at the next regularly scheduled Board meeting.

The complainant and his/her conferee shall be present at the hearing.

Within ten (10) days the Board will submit its decision in writing, together with supporting reasons, to the complainant. A copy shall be furnished to the administrator(s) involved.

The decision of the Board is final.

Miscellaneous Provisions

All documents, communications and records dealing with processing a complaint shall be filed in a separate file and shall not be kept in the personnel file of any of the participants.