

PENN MANOR SCHOOL DISTRICT

SECTION: EMPLOYEES

TITLE: COMPLAINT PROCESS

ADOPTED: September 13, 2010

REVISED:

326. COMPLAINT PROCESS	
1. Authority	<p>It is the Board's intent to establish reasonable and effective means of resolving conflicts among employees to reduce potential areas of complaints, and to establish and maintain clear two-way channels of communication between supervisory personnel and district employees for situations not covered by the terms of a collective bargaining agreement.</p>
SC 510	<p>The Board adopts this policy to facilitate proper and equitable solutions to complaints by administrative, professional and support employees at the lowest appropriate level, and to establish an orderly procedure for pursuing solutions.</p> <p>There shall be no reprisals of any kind taken against any employees or their representatives because of support of or participation in a complaint.</p>
2. Definition	<p>Complaint - any unresolved problem or interpretation of federal or state laws and regulations; Board policies, rules, procedures; and written administrative regulations.</p>
3. Guidelines	<p>Complaints should be discussed in a private, informal conference between the parties involved. At least one (1) private meeting should take place between the parties before the complaint process is invoked.</p> <p>The time limits provided in this policy may be extended by mutual agreement of the parties. Any decision not appealed 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>All documents, communications, and records relevant to a complaint shall be filed in a separate file and not kept in the personnel file of any of the participants.</p>

Level One - Immediate Supervisor

Within ten (10) days after the occurrence giving rise to the complaint, and following an informal discussion as outlined, the complainant must present the written complaint to the supervising administrator. This statement shall include:

1. Clear, concise expression of the complaint.
2. Board policy, administrative regulation or procedure, or law of which there is an alleged violation.
3. Circumstances on which the complaint is based.
4. Person(s) involved.
5. Decision rendered at the private conference.
6. Remedy sought.

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

Within ten (10) days the supervising administrator shall communicate a written decision to the employee. If the administrator 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 problem. Either party may request the presence of one (1) conferee.

Level Two - Superintendent/Designee

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

Within ten (10) days after delivery of the appeal, the Superintendent or designee 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 or designee shall submit a written decision, together with the supporting reasons, to the complainant and the administrators involved.

Level Three - The Board

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

The Board shall schedule the matter for a hearing to be held at the next regularly scheduled Board meeting. The complainant and his/her conferee may be present at the hearing.

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

The decision of the Board is final.

References:

School Code – 24 P.S. Sec. 510

Board Policy – 000