

# PENN MANOR SCHOOL DISTRICT

ADMINISTRATIVE REGULATION

APPROVED: October 17, 2012

REVISED:

## 326-AR-0. COMPLAINT PROCESS

Any district employee experiencing a work-related problem, concern or complaint will have the opportunity to reconcile such an issue, working through the established steps of the complaint process, with access to the Board as the last step. This process applies to situations not covered by the terms of a collective bargaining agreement.

The purpose of this complaint process is to secure, at the lowest level possible, equitable solutions to problems, concerns and complaints affecting district employees that may arise.

Since it is important that complaints be processed as quickly as possible, the number of days indicated at each level will be considered as a maximum, and every effort should be made to expedite the process. The time limit specified may be extended by mutual agreements. Days referred to in the process will mean employee workdays.

In the event a complaint is filed at a time in the year when it cannot proceed through the process by the end of the school year and if left unresolved would cause harm to the complainant, the time limits in the complaint process may be reduced by mutual agreement.

An employee who files a complaint will continue to fulfill all assignments and adhere to all laws, Board policies, district administrative regulations, rules and procedures while the complaint is being processed.

Meetings at which the employee's presence is required will be arranged at a time and place that does not interfere with the employee's assigned duties.

Failure to communicate a decision on a complaint within the specified time will permit the complainant to proceed to the next step. Failure to appeal a decision to the next step within the specified time will be deemed acceptance of the decision rendered at that step.

### Definition

A **complaint** is any unresolved problem, interpretation or application relative to federal or state laws and regulations, Board policies, or district administrative regulations, rules or procedures. All complaints are processed through the established complaint process.

A complaint is not a grievance, as defined in an applicable collective bargaining agreement. All grievances are processed through the procedure outlined in the applicable collective bargaining agreement.

Complaint Process

A private, informal conference between the parties involved must be held to try to resolve the issue informally. If the informal meeting does not resolve the issue, the complainant may utilize the complaint process outlined in Board Policy 326.