

DELAWARE VALLEY SCHOOL DISTRICT

SECTION: EMPLOYEES

TITLE: COMPLAINT PROCESS

ADOPTED: FEBRUARY 19, 2014

REVISED: JANUARY 16, 2014

326. COMPLAINT PROCESS	
1. Purpose	Effective management of school district affairs requires reasonable and effective means of resolving difficulties, which may arise among management level employees. This policy has been 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	The Board intends in this complaint policy to expedite the process for all parties concerned. The policy, therefore, has as its goal the following: to secure proper and equitable solutions to complaints at the lowest appropriate level and to facilitate an orderly succession of procedures.
3. Definition	Complaint - any unresolved problem concerning application or interpretation of federal or state laws or regulations; policies and rules of the Board; and written administrative procedures.
4. Guidelines	<p>Complaints should be discussed in private, informal conferences between the parties involved. At least two (2) such private meetings should take place between the parties before the complaint is taken to the next higher level of authority. The time limit provided for this policy may be extended by mutual agreement of the parties. Any decision not pursued within the 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 I - Immediate Supervisor</u></p> <p>Within ten (10) days after the occurrence of the act or omission and following an informal discussion as outlined above, the complainant must present his/her complaint in writing to the immediate supervisor. This statement shall be a clear and concise statement of the complaint and the circumstances on which the complaint is based and the persons involved as well as the results of the private conference. Copies of this statement may be sent to any individuals who may have been present.</p> <p>Within ten (10) days the immediate supervisor shall communicate his/her decision to the complainant in writing. If the supervisor does not respond within the time limit, the complainant may appeal to the next higher level of authority.</p>

Level II – Next Higher Level Of Authority

In the event the employee is not satisfied with the decision in Level I, s/he may appeal to a decision in writing to the Superintendent within ten (10) days after receiving it.

This written statement shall include a copy of the original complaint and a decision rendered by the immediate supervisor.

The Superintendent shall communicate his/her decision to the complainant within ten (10) days.

Level III - Next Higher Level Of Authority - 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 and executive session to be held at the next regularly scheduled Board meeting. The complainant and/or his conferee shall be present at the hearing. Within ten (10) days the Board shall submit its decision in writing together with supporting reasons to the complainant. A copy shall be furnished to the administrators involved. The decision of the Board is final.