

**JERSEY SHORE
AREA
SCHOOL DISTRICT**

SECTION: CLASSIFIED EMPLOYEES

TITLE: COMPLAINT PROCESS

ADOPTED: January 25, 2010

REVISED:

| 526. COMPLAINT PROCESS | |
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| 1. Purpose | It is the policy of the Board to establish reasonable and effective means of resolving difficulties which may arise among employees, to reduce potential areas of complaint, and to establish and maintain recognized two-way channels of communication between supervisory personnel and classified employees not otherwise covered by the terms of a collective bargaining agreement. |
| 2. Authority | The Board intends in this policy to expedite the complaint process for all concerned parties. The policy, therefore, has as its goal the proper and equitable solutions to complaints at the lowest possible level. |
| 3. Definitions | <p>For purposes of this policy, the terms used herein shall have the following definitions:</p> <p>Complaint - any unresolved problem concerning application or interpretation of the policies, rules or regulations of the Board, or written administrative procedures.</p> <p>A day - any day for which an employee is scheduled to work.</p> |
| 4. Guidelines | <p>Complaints should be discussed in private, informal conferences between the parties involved; at least one (1) such meeting should take place between the parties before the complaint procedure is invoked.</p> <p>A complainant may be represented or accompanied on any higher level of complaint by anyone of his/her choice.</p> <p>The time limits provided for in this policy may be extended by mutual agreement of the parties. Any decision not appealed 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> |

Level One - Immediate Supervisor

Within ten (10) days after the occurrence of the act or omission giving rise to the complaint, the complainant must present his/her complaint, in writing, to the immediate supervisor. This statement shall be a clear, concise expression of the complaint and the policy or law for which there is an alleged violation, including the decision rendered at the private conference and the remedy sought.

Within ten (10) days, the immediate supervisor shall communicate his/her decision to the employee, in writing. If the immediate 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 problem; either party may request the presence of one (1) conferee.

Level Two - Next Higher Level Of Authority

If the employee is not satisfied with the decision at Level One, s/he may appeal the decision, in writing, to the principal within five (5) days after receiving it. This written statement shall include a copy of the original complaint and the decision rendered.

The responding administrator shall communicate the decision to the complainant within ten (10) days. Either party in the appeal may request a personal conference within the above time limits; if the decision has not been rendered within the time limits, the complainant may appeal to the next level.

Level Three - Next Higher Level - Superintendent

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

Within five (5) days after delivery of the appeal, the Superintendent shall investigate the complaint, giving all persons who participated in Levels One and Two a reasonable opportunity to be heard.

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

Level Four - 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/or his/her 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 and the Superintendent. The decision of the Board is final.

