

STAFF COMPLAINTS PROCEDURE

This procedure implements the Board’s policy GBK Staff Complaints. This procedure applies only to complaints asserted by an employee who is not covered by a collective bargaining agreement between the bargaining unit and the Board. Any employee who is covered by a collective bargaining agreement must follow the grievance procedures set forth in the negotiated agreement.

Complaints brought under policy GBK will be processed in accordance with the following steps:

1. Working Site Level (Step 1):
 - A. A complaint will be presented orally and informally to the immediate supervisor within twenty (20) days of the time when the events or conditions on which it is based occurred. If the complaint is not promptly resolved, it will be reduced to writing using the Staff Complaint Form, and submitted to the immediate supervisor.
 - B. Within seven (7) days of receiving the complaint, the immediate supervisor will render a decision, in writing, to the complainant and the person or persons originally involved in the complaint.

2. Site Level (Step 2):
 - A. Within five (5) days after receiving the decision at Step 1, the complainant may appeal the decision, in writing, to the appropriate Principal.
 - B. The Principal will, within ten (10) days of receipt of the appeal, investigate and render a decision, in writing, to the complainant, the immediate supervisor, and to the person or persons originally involved in the complaint.

3. District Level (Step 3):
 - A. Within five (5) days after receiving the decision at Step 2, the complainant may appeal the decision, in writing, to the Superintendent, or official designee.
 - B. The Superintendent, or official designee, will, within ten (10) days of receipt of the appeal, investigate and render a decision, in writing, to the complainant, the Principal, or immediate supervisor, and to the person or persons originally involved in the complaint.

4. Governing Board Level (Step 4):
 - A. Within five (5) days after receiving the decision at Step 3, the complainant may request review of the decision by the Board.
 - B. The Board will schedule the matter for review within thirty (30) days following receipt of the appeal. The Board will render a decision within ten (10) days after the review and such decision will be deemed final.

Adopted: September 3, 1997

Revised: May 3, 2017