

SPRING-FORD AREA SCHOOL DISTRICT

SECTION: CLASSIFIED EMPLOYEES

TITLE: COMPLAINT POLICY

ADOPTED: March 25, 1991

REVISED:

	<p style="text-align: center;">526. COMPLAINT POLICY</p> <p>1. Purpose The exercise of authority by school personnel should reflect an over-riding commitment to the operation of a thorough and efficient system of public education which places its major emphasis on the welfare and development of the students which it serves. Subject to the requirements of this major consideration, the exercise of administrative discretion shall reflect due regard for the just and fair treatment of each member of the staff.</p> <p>2. Authority The reasonable exercise of administrative discretion shall not ordinarily be subject to appeal or review. However, each member of the staff is assured that the alleged abuse of such authority in an arbitrary and capricious fashion shall be subject to review involving the various levels of administrative organization through which such authority has been delegated.</p> <p>Any member of the staff who is of the opinion that a discretionary act by an administrative staff member is arbitrary and capricious may avail him/herself, without prejudice, of the following procedure which assures a prompt and timely review of the exercise of administrative discretion.</p> <p>The employee should, initially, make an effort to resolve any problem which exists through informal discussion with the principal. The employee may be accompanied by another member of the staff at any stage of the process. However, private discussion between the parties at the initial stage is apt to provide both parties with a better opportunity to communicate freely in an effort to resolve the problem.</p> <p>In the event the problem is not satisfactorily resolved by informal consultation as outlined above or the employee considers the issue to be of such major significance that effective communication between the parties is not possible, then the following procedure shall be utilized:</p> <p>A. <u>First Step</u></p> <p>The nature of the dispute or issue shall be reduced to writing within seven (7) work days after the occurrence of the discretionary act giving rise to the dispute or the date</p>
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on which an informal discussion was held between the employee and the principal. This written report shall be delivered to the principal's immediate supervisor with a request for a conference.

Within three (3) work days of receipt of the request, the principal's immediate superior shall meet with the employee in an effort to resolve the grievance. The employee shall receive a written decision on the matter in dispute within three (3) work days of such meeting.

B. Second Step

If the employee is not satisfied with disposition of the issue, s/he may, within four (4) days after receiving the written decision set forth in Step 1, file a written appeal with the Superintendent. Within five (5) days after receipt of the appeal, the Superintendent shall investigate the issue or dispute, give the employee an opportunity to be heard in a conference, and render his/her decision in writing. A copy of his/her decision shall be delivered to the employee.

C. Third Step

If the employee is not satisfied with the disposition of the issue by the Superintendent, s/he may file a written appeal with the Board within five (5) work days. The appeal shall be addressed to the President of the Board and delivered to the office of the Superintendent.

This appeal shall be heard by a committee consisting of five (5) or more members of the Board within a reasonable period of time after the date on which it is filed with the Superintendent. The committee shall investigate the issue or dispute, giving the employee an opportunity to be heard at a private hearing, and render its opinion in writing within five (5) days after the date on which the appeal conference is held. A copy of the committee's opinion shall be delivered to the aggrieved and to the Superintendent.

The Superintendent shall resolve the issue or, if s/he deems formal action by the Board to be required, include the committee report on the agenda of the next regularly scheduled meeting of the Board.

This procedure shall neither supplant nor supplement the procedures established for those disputes arising from the interpretation of the Collective Bargaining Agreement, Board policy relating to Discrimination on the Basis of Sex, or those approved by the Department of education as part of the district's Plan for Observation, Evaluation, and Rating of classified personnel.