

Book	Administrative Policies
Section	Section G: Personnel Policies
Title	Staff Concerns and Complaints Procedure
Code	GBK R
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The following procedures are for resolving a concern or complaint not associated with concerns regarding unlawful discrimination and harassment (except for sexual harassment). Concerns or complaints alleging unlawful discrimination and harassment should be addressed using Administrative Policy AC and Administrative Procedure AC-R. Concerns about sexual harassment should be addressed using Administrative Policy GBAA and Administrative Procedure GBAA-R.

The intent is to move in an orderly but expeditious fashion. Complaints must be filed within twenty (20) business days of the date the staff member knew, or reasonably should have known, about the alleged action. Orderly progression from the initial Level 1 Procedure shall allow each subsequent level of supervision the opportunity for resolution. If the staff member has questions about following the progression defined below, the staff member should contact a Human Resources administrator for guidance.

Examples of orderly progression are as follows:

Example 1:

Level 1 – Principal, supervisor, or designee
Level 2 – Principal’s supervisor or designee
Level 3 – Superintendent or designee
Level 4 – Board of Education

Example 2:

Level 1 – Director for Transportation or designee
Level 2 – Central Office supervisor or designee
Level 3 – Superintendent or designee
Level 4 – Board of Education

Complaints presented out of this sequence shall be referred back by the person or office receiving it to the appropriate level for initial consideration, unless the principal/supervisor, department leader, Assistant Superintendent for Human Resources or Superintendent has advised that the complaint procedure should be modified to meet a particular circumstance.

In the event that the complaint is against the Superintendent, the complainant may submit their appeal to the Board of Education. Depending on the circumstance, the District may engage a neutral third party to review the complaint, prior to submission to the Board.

If either party desires, he or she may be accompanied by an individual of his or her choice at any level of the process. This individual may participate in the meeting in support of the staff member. Prior to the meeting, each party will inform the other as to names of participants.

Business days as referenced in this procedure are to be interpreted as maximums. If at any point it is evident that either party will be unable to respond within the timelines, such circumstances shall be discussed among the parties and an acceptable timeline established.

If a resolution is not attained through informal communications with the individual who was the alleged cause for the concern, the staff member may complete, sign, and submit the Staff Member Complaint Form (GBK-E) to the immediate site administrator within twenty (20) business days from the alleged incident.

If a complainant appeals to a succeeding level, he or she shall submit the original Level 1 complaint, documentation, and any previous principal/supervisor/administrator response(s). Only items from the original complaint shall be considered at each level.

Level 1

The principal, supervisor, or designee will schedule a meeting with a complainant to discuss the concerns within five business days from the receipt of a written complaint and will subsequently investigate the matter. The principal, supervisor, or designee will respond with a written decision to the Level 1 complaint within ten business days following the initial meeting.

If either party desires, he or she may be accompanied by an individual of his or her choice at any level of the process. This individual may participate in the meeting in support of the staff member. Prior to the meeting, each party will inform the other as to names of participants.

Level 2

If the complainant is not satisfied with the decision at Level 1, he or she may submit, within five business days of the Level 1 decision, a written appeal of the Level 1 response indicating the reason(s) he or she is unsatisfied with the Level 1 decision. Only items contained in the original complaint shall be considered at this level.

The appropriate administrator will schedule a meeting with the complainant to hear the appeal within five business days from the receipt of the written appeal and will subsequently review the matter. The administrator will respond with a written decision to the Level 1 appeal within ten business days following the Level 2 meeting.

Within ten business days of the meeting, the appropriate administrator will communicate his or her decision in writing to the Level 1 principal, supervisor, or designee and the complainant.

Level 3

If the complainant is not satisfied with the decision at Level 2, he or she may submit, within five business days of the Level 2 decision, a written appeal of the Level 2 response indicating the reason(s) he or she is unsatisfied with the Level 2 decision. Only items contained in the original complaint shall be considered at this level.

The Superintendent or designee will schedule a meeting with the complainant to hear the appeal within ten business days from the receipt of the written appeal and will subsequently review the matter. The Superintendent or designee will respond with a written decision to the Level 2 appeal within ten business days following the Level 3 meeting.

Within ten business days of the meeting, the Superintendent or designee will communicate his or her decision in writing to the Level 1 principal, supervisor, or designee, appropriate Level 2 administrator, and the complainant.

Level 4

If the complainant is not satisfied with the decision at Level 3, he or she may submit, within five business days of the Level 3 decision, a written appeal of the Level 3 decision indicating the reason(s) he or she is unsatisfied with the Level 3 decision to the Board of Education. Only items contained in the original complaint shall be considered at this level.

The Board of Education shall be the final determining body and shall decide the merits of the case based on the information contained in the original complaint, investigation, and administrator responses to the appeals at Levels 1, 2, and 3.

The Board's consideration of the matter will occur at its next regularly scheduled meeting occurring at least seven business days after the filing of the Level 4 appeal. A written decision shall be issued to the Superintendent and complainant within 20 business days of the Board's consideration. The decision of the Board is final.

In the event that the complaint is against the Superintendent, the Board will issue a written decision only to the complainant.

The Human Resources Department will maintain a copy of the entire complaint file separate from the complainant's personnel file.

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