

EMPLOYEE COMPLAINTS AND GRIEVANCES

A complaint is an assertion by an employee, other than a member of a bargaining unit which has a collective bargaining agreement with the School Committee, that there has been a violation, misinterpretation, or inequitable application of District policies, regulations and procedures, existing laws, or other actions that adversely and directly affects the employee personally and/or his/her work.

It is the intent of this procedure that employee complaints will be identified and corrected at the earliest possible time, and at the lowest level of supervision.

Complaint processing should be viewed as a positive and constructive effort which seeks to establish the facts upon which the complaint is based and come to a fair conclusion. Employees will not be discriminated against nor will reprisal be attempted against an employee because he/she filed a complaint. All reference to days indicates calendar days.

Procedures:

Complaints will be processed according to the step-by-step procedures outlined below:

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 Employee 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, using the Complaint Response Form, 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 (5) days after receiving the decision at Step 3, the complainant may request review of the decision by the School Committee.
- b. The School Committee will schedule the matter for review within thirty (30) days following receipt of the appeal. The School Committee will render a decision within ten (10) days after the review and such decision will be deemed final.

*Note: Other procedures are followed for the processing of grievances as defined in negotiated contracts. Such procedures are set forth in agreements with staff units.

Adopted by the Wells-Ogunquit C.S.D. School Committee:

01/07/87