

BLOOMSBURG AREA SCHOOL DISTRICT Policy Manual
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Section: CLASSIFIED EMPLOYEES

Title: COMPLAINT POLICY

Date Adopted: August 17, 1981

Date Last Revised: June 16, 2003

526. COMPLAINT POLICY

- .1 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 grievances 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 The Board intends in this complaint policy to expedite the process for all concerned parties. The policy, therefore, has as its goal the following:
 - .21 The policy is intended to be used after an attempt has been made to resolve a difficulty on an informal basis between the parties concerned.
 - .22 The policy is to secure proper and equitable solutions to complaints at the lowest possible level, and to facilitate an orderly procedure within which solutions may be pursued.
- .3 For purposes of this policy, the terms used herein shall have the following definitions:
 - .31 Complaint – A complaint is any unresolved problem concerning application or interpretation of the policies, rules or regulations of the Board, or written administrative procedures.
 - .32 A Day – A day is any day for which an employee is contracted to work.
- .4 Complaints should be discussed in private, informal conferences between the parties involved and without conferees.
- .5 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 in the complaint policy shall be considered settled on the basis of the last decision and not subject to further appeal.

.51 Level One, Immediate Supervisor

.511 Within five days after the occurrence of the act or omission giving rise to the complaint, the complainant must present his/her verbal complaint to the immediate supervisor or administrator in a clear concise manner.

.512 Within five days the supervisor and/or administrator shall verbally communicate his/her decision to the employee. If the supervisor and/or administrator do not respond within the time limit, the complainant may appeal to the next level.

.52 Level Two, (Business Administrator)

.521 If the employee is not satisfied with the decision at Level One, she/he may appeal the decision in writing to the Business Administrator within five days after receiving it.

.522 This written statement shall include the original complaint, the decision rendered, and a clear, concise statement of the reasons for the appeal on the decision.

.523 The Business Administrator shall communicate the decision to the complainant within five days.

.524 Either party in the appeal may request a personal conference within the above time if both parties agree that it would be beneficial. If the decision has not been rendered within the time limits, the complainant may appeal to the next level.

.53 Level Three, (Superintendent)

.531 Within seven days after receiving the decision of the Business Administrator, the complainant may appeal the decision of Level Two to the Superintendent. The appeal shall be in writing and shall be accompanied by a copy of the decisions at Level One and Level Two.

.532 Within seven days after the 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.

- .533 Within ten days after the delivery of the appeal, the Superintendent shall submit his/her decision in writing together with the supporting reasons, to the complainant and the administrators involved.
- .54 Level Four (Board)
 - .541 Within seven days after receiving the decision of the Superintendent, the complainant may appeal the decision in writing to the Board.
 - .542 The Board shall schedule the matter for a hearing at an executive session to be held at the next regularly scheduled Board meeting.
 - .543 The complainant shall be present at the hearing. A conferee may be present also.
 - .544 Within ten days the Board will submit its decision in writing together with supporting reasons to the complainant. A copy shall be furnished to the administrators involved and the Superintendent.
- .6 The decision of the Board is final.
- .7 In the event a complaint is filed late in the school year, both parties shall endeavor to expedite procedures to the maximum extent possible so that the procedure may be exhausted as soon after the school term as practicable.