

BLOOMSBURG AREA SCHOOL DISTRICT Policy Manual
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Section: ADMINISTRATIVE EMPLOYEES

Title: COMPLAINT POLICY

Date Adopted: August 17, 1981

Date Last Revised: February 18, 2003

326. COMPLAINT POLICY

- .1 Effective management of district affairs requires reasonable and effective means of resolving difficulties which may arise among management level employees. To reduce potential areas of disagreement, and to establish and maintain recognized two-way channels of communication between the Board and management, this policy is established.
- .2 The Board intends in this complaint policy to expedite the process for all parties concerned. The policy, therefore, has as its goals 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 appropriate level, and to facilitate an orderly succession of procedures.
- .3 For purposes of this policy, the terms used herein shall have the following listed 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 administrator is contracted to work.
- .4 Complaints should be discussed in private, information conference between the parties involved and without conferees.

.5 The time limit provided for in this policy may be extended by mutual agreement of the parties. Any decision not pursued within the limits from one level to the next level shall be considered settled on the basis of the last decision and not subject to further appeal.

.51 Level One – Superintendent

.511 Within five days after the occurrence of the act or omission giving rise to the complaint and following an informal discussion as outlined above; the complainant must present his/her complaint in writing to the Superintendent.

.512 This statement shall be a clear concise statement of the complaint, and include the rule, policy or law for which there is an alleged violation, plus the remedy sought.

.513 Within five days the Superintendent shall communicate his/her decision to the complainant in writing. If the Superintendent does not respond within the time limit, the complainant may appeal to the next higher level of authority.

.52 Level Two – Discussion with the Board

.521 Within seven days after receiving the decision of the Superintendent, the complainant may appeal the decision in writing to the Board.

.522 The Board shall schedule the matter for a hearing at an executive session to be held at the next regularly scheduled board meeting.

.523 The complainant shall be present at the hearing. A conferee may be present also.

.524 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 administrator(s) involved. The decision of the Board is final.