

<b>BLOOMSBURG AREA SCHOOL DISTRICT Policy Manual</b>
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Section: PROFESSIONAL EMPLOYEES

Title: COMPLAINT POLICY

Date Adopted: August 17, 1981

Date Last Revised: June 16, 2003

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**426. 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 professional 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.
- .512 This statement shall be a clear concise expression of the complaint.
- .513 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, Next higher level of authority

- .521 If the employee is not satisfied with the decision at Level One, she/he may appeal the decision in writing to the Superintendent 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 Superintendent 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, The Board

- .531 Within seven days after receiving the decision of the Superintendent, the complainant may appeal the decision in writing to the Board.
- .532 The Board shall schedule the matter for a hearing at an executive session to be held at the next regularly scheduled board meeting.
- .533 The complainant shall be present at the hearing. A conferee may be present also.
- .534 Within ten days the Board will submit its decision in writing.

- .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 extend possible so that the procedure may be exhausted as soon after the school term as practicable.