

Administrative Directive Title: Complaint and Grievance Procedures	AD Number: 5.501.1	Adopted: July 2019 Former Descriptor: PER9
Policy References: Board Policy 5.501 – Complaints and Grievances	Revised: 11/24	

1 A grievance or complaint sets forth an allegation that there has been a violation of any Board policy,
 2 procedure, State, or federal law. This procedure provides employees with a structured process to resolve
 3 employment-related conflicts, including concerns about policies, procedures, harassment, and
 4 discrimination. The goal is to resolve issues promptly and at the lowest supervisory level.

5 **Initial Resolution at Supervisory Level**

6 Employees must first consult their immediate supervisor regarding concerns related to policies,
 7 administrative practices, or relationships with other employees. If an employee is uncomfortable
 8 discussing the issue with their immediate supervisor, they may report the problem directly to the Human
 9 Resources Director. The Human Resources Director will review the case and make recommendations
 10 within a reasonable timeframe.

11 **Filing a Formal Grievance**

12 In the event that an informal discussion does not resolve the issue, an employee may complete a formal
 13 grievance form and submit it to their supervisor or the Human Resources Director. The employee must
 14 provide sufficient background information concerning the alleged violation, identifying the date(s),
 15 time(s), person(s), action(s), and policy/law violated that form the basis for the grievance. A grievance
 16 will be denied if the employee does not file a grievance that sets forth an allegation that there has been
 17 a violation of a District policy, procedure, state, and/or federal law.

18 In order for Human Resources to conduct a thorough investigation, an employee must file a grievance
 19 within thirty (30) calendar days of the date the employee knew, or should have known, of the
 20 circumstances that triggered the grievance.

21 Within two (2) business days of the receipt of a complaint form, the Human Resources Director will
 22 investigate the complaint or will assign a complaint manager to investigate the complaint. If requested,
 23 employees may work with a complaint manager of the same gender to ensure comfort during the
 24 investigation process. The complaint and identity of the complainant will not be disclosed except (1) as
 25 required by law or Board Policy 5.501; or (2) as necessary to fully investigate the complaint; or (3) as
 26 authorized by the employee filing the complaint. The complaint manager shall prepare a written report
 27 of their findings within ten (10) business days of the filing of the complaint form. This written report
 28 will be shared the Director of Schools.

29 Within five (5) business days of receipt of the written report, the Director of Schools shall provide a
30 written decision based on the written report that will be shared with the employee.

31 Neither the Board nor any District employee shall unlawfully retaliate against an employee for bringing
32 a concern or complaint.

33 If the employee is not satisfied with the decision of the Director of Schools, the employee may appeal
34 the decision to the Board by making a written request to the complaint manager. The complaint manager
35 shall be responsible for promptly forwarding all materials relative to the complaint and appeal to the
36 Board. Thereafter, the Board shall review the report and affirm, overrule, or modify the decision within
37 thirty (30) days from the date the appeal was received, and render a written finding that shall be provided
38 to the complainant. This grievance procedure shall not be construed to create an independent right to a
39 Board hearing.

40 **Complaint Manager Assignment**

41 Each year, the Director of Schools will appoint at least two complaint managers, one of each gender.
42 The names and contact information of the complaint managers will be communicated to employees
43 through the employee handbook and posted online on the district's official website. Complaint managers
44 are responsible for investigating formal grievances. The following individuals are identified as complaint
45 managers for the 2024-2025 school year:

46 Don Barch, Assistant Superintendent of Operations
47 don.barch@cityschools.net

48 Angela Fairchild, Special Education Director
49 angela.fairchild@cityschools.net

50 Dr. Maria Johnson, Human Resources Director
51 maria.johnson@cityschools.net

52 Ken Rocha, Assistant Superintendent of Student Support Services
53 ken.rocha@cityschools.net

54 **Complaints Alleging Discrimination**

55 Employees should notify any district complaint manager if they believe the Board, its employees or
56 agents have violated their rights guaranteed by the State or federal Constitution, State or federal statute
57 or board policy including: Title II of the Americans with Disabilities Act; Title IX of the Education
58 Amendments of 1972; Section 504 of the Rehabilitation Act of 1973; Claims of sexual harassment under
59 Title VII of the Civil Rights Act of 1964 and Title IX of the Education Amendments of 1972.

60 Complaints alleging discrimination or violations under the above statutes will be addressed in
61 accordance with the relevant policy or law. The grievance process outlined in this procedure may vary
62 if required by the specific legal framework applicable to such complaints.



Complaint Form for Employment-Related Grievances

This form is intended for employees to formally report grievances related to employment. Once submitted, your complaint will be reviewed and investigated by a designated complaint manager. You may request a complaint manager of the same gender, if preferred. Confidentiality will be maintained to the greatest extent possible, and your grievance will be addressed promptly and equitably. If you have any questions about this process, contact the Human Resources Director or a district complaint manager.

Employee/Complainant Information:

Name: _____ Job Title: _____

Department/School: _____

Phone: _____ E-mail: _____

Supervisor Information:

Immediate Supervisor: _____ Position: _____

Type of Grievance: (Check all that apply)

Policy/Procedure Dispute Harassment/Discrimination Administrative Practice

Other (Specify): _____

Details of the Grievance:

Date of Incident(s): _____

Describe the incident(s) or issue(s): (If needed, please attach narrative or other documentation)

Have you discussed this issue with your supervisor or administration? Yes No

If yes, describe the outcome: _____

What relief are you seeking by filing this complaint?

By signing below, I affirm that the information I have submitted is accurate and complete to the best of my knowledge. I agree to cooperate with the designated complaint manager throughout the investigation process.

Signature: _____ Date: _____