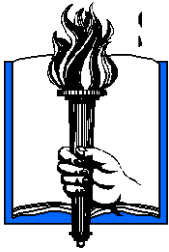


**MURFREESBORO CITY SCHOOLS
ADMINISTRATIVE DIRECTIVES**



Descriptor Term: Employee Complaint Procedure	Descriptor No: AD PER 9	Effective Date: 7/19
Reviewed/Revised: 7/19		

Grievance Procedure

A complaint is an assertion by an employee that there has been a violation, misinterpretation, or inequitable application of system policies, regulations, procedures, existing laws or other actions that adversely and directly affect the employee personally and their work.

It is the intent of this procedure that employee complaints will be identified and corrected at the earliest possible time, and at the level where the alleged incident occurred or the alleged condition exists.

Complaint processing should be viewed as a positive and constructive effort which seeks to establish the facts upon which the complaint is based so that a fair conclusion can be reached. Employees will not be discriminated against nor will reprisal be attempted against an employee because they filed a complaint.

Work Days shall be the works days of the grievant.

Steps

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 ten workdays of the alleged offense. If the complaint is not promptly resolved, it will be reduced to writing and submitted to the immediate supervisor.
- b. Within five workdays of receiving the written complaint, the immediate supervisor will render a decision in writing to the complainant.

2. Site Level (Step 2)

- a. Within five workdays after receiving the decisions of Step 1, the complainant may appeal the decision in writing to the appropriate director or principal with copies to be sent to all involved in the process.
- b. The Step 2 supervisor will within ten workdays of receipt of the appeal, investigate and render a decision in writing to the complainant and the immediate supervisor.

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3. Director of Schools Level (Step 3)

- a. Within five workdays after receiving the decisions at Step 2, the complainant may appeal the decision in writing to the Director of Schools or official designee with copies to be sent to the complainant.
- b. The Director of Schools or official designee will within ten workdays of receipt of the appeal, investigate and render a decision in writing to the complainant, the principal or immediate supervisor.

4. School Board Level (Step 4)

- a. Within five workdays after receiving the decision at Step 3, the complainant may appeal the decision in writing to the Board with copies to be sent to all involved in the process.
- b. The Board Chair may grant or deny a request for appeal. If the request is granted, the Board may or may not schedule a hearing. If a hearing is scheduled, it will be scheduled for the nearest date possible. Any decisions made by the Board will be final.

Please refer to Board Policy 5.501

Representation

Throughout the grievance process, the grievant or aggrieved party may have the advice and assistance of a representative in accordance with TCA 49-5-603, if such assistance is desired by the grievant. No employee shall be required to discuss any grievance without representation, if the individual conducting the meeting is informed by the grievant that representation is desired. Failure to have representation may not be used as a reason to exhaust time limits to file at the next level. Representation is the right of the employee expressing the grievance, and they may either choose to be represented or to refrain from representation.