

Book	Policy Manual
Section	300 Employees
Title	Complaint Process
Code	326
Status	Active
Legal	24 P.S. 510
Adopted	February 24, 2020

Authority

It is the Board's intent to establish reasonable and effective means of resolving conflicts among employees to reduce potential areas of complaints, and to establish and maintain clear two-way channels of communication between supervisory personnel and district employees for situations not covered by the terms of a collective bargaining agreement.

There shall be no reprisals of any kind taken against any employees or their representatives because of support of or participation in a complaint.

Delegation of Responsibility

The Board directs the Superintendent to establish a process that will facilitate proper and equitable solutions to complaints by district employees at the lowest appropriate level.

Guidelines

Complaints should be discussed in a private, informal conference between the parties involved. At least one (1) private meeting should take place between the parties before the complaint process is invoked.

A complainant may be represented or accompanied by anyone s/he chooses at any higher level of the complaint process.

All documents, communications, and records relevant to a complaint shall be filed in a separate file and not kept in the personnel file of any of the participants.