

## 5111 Complaints About School Personnel

This policy addresses School District protocols regarding complaints from the public and is not intended to provide guidance regarding employee complaints about other employees.

The School Board believes that complaints from the general public about school personnel should be addressed in a timely and appropriate manner. At the same time, the School Board recognizes its responsibility to ensure that complaints are handled in a manner that is fair to employees involved.

To the extent that this policy conflicts with the provisions of the Pennsylvania Public School Code, the terms of a collective bargaining agreement or other School Board Policy, the provisions of the School Code, the terms of collective bargaining agreement or other School Board policy shall apply.

### Complaints Brought to USC Employees

Employees who receive a complaint from a member of the general public shall encourage the complainant to speak directly to the individual concerned. If the problem cannot be resolved in this manner, the complainant should bring the matter to the attention of the employee's immediate supervisor. If not resolved, the complainant may bring the complaint to the attention of the Building Principal. The complaint should be in writing stating the issues and supporting facts. The employee should be given an opportunity for explanation, comment or rebuttal.

If the issue is not resolved at this juncture, the complainant may refer the issue to the Superintendent of Schools for review and decision. If the complaint involves a Central Office Administrator, the complainant may refer the issue directly to the Superintendent of Schools.

### Complaints Brought to Members of the Board of School Directors

If a concern is made directly to a School Board member, or the School Board as a whole, the Board or Board member shall refer the matter to the Superintendent for appropriate investigation and action. Individual School Board members or the School Board shall not conduct investigations of complaints. Within mandated privacy requirements, the Superintendent

shall inform the Board of the outcome of the investigation.

In the case of a complaint against the Superintendent, the School Board shall take necessary action, as allowable under Pennsylvania School Code, Board policy, and contractual agreements with the Superintendent.

#### Complaint Documentation

If an investigation of a complaint results in official disciplinary action at the administrative level, a copy of the report and outcome of the investigation and disciplinary action shall be placed in the staff member's official personnel file.

If an investigation does not result in disciplinary action, a copy of the complaint and any report outlining the results of the investigation shall be maintained in a file, separate from the staff member's official personnel file.

The employee may submit a written response to be included with either complaint file.

The Superintendent of Schools shall be responsible for the development and implementation of procedures to ensure that all complaints are investigated, resolved, and properly recorded.

ADOPTED: December 20, 2004

REVISED: April 26, 2011