

# SPRINGFIELD TOWNSHIP SCHOOL DISTRICT

SECTION: EMPLOYEES

TITLE: COMPLAINT PROCESS

ADOPTED: March 18, 2014

REVISED:

326. COMPLAINT PROCESS	
1. Authority	<p>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.</p> <p>There shall be no reprisals of any kind taken against any employees or their representatives because of support of or participation in a complaint.</p>
2. Delegation of Responsibility	<p>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.</p>
3. Guidelines	<p>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.</p> <p>A complainant may be represented or accompanied by anyone s/he chooses at any higher level of the complaint process.</p> <p>In the event a complaint shall be filed late in the school year, both parties shall endeavor to expedite procedures so that the complaint process may be completed as soon after the school term as practicable.</p> <p>The time limit provided in this policy may be extended by mutual agreement of the complainant and the person addressing the complaint. Any decision not pursued within the time limits from one level to the next level shall be considered settled on the basis of the last decision and not subject to further appeal.</p> <p>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.</p>

References:

School Code – 24 P.S. Sec. 510

Board Policy – 000