

## **Procedure - Resolution of Staff Complaints**

The following procedure has been established for resolving a written complaint filed by a member of the staff:

### **Step One**

The staff member will present the complaint in writing to his/her immediate supervisor within 15 calendar days of the action or incident that gave rise to the complaint. The written statement of the complaint will contain:

- A. The facts upon which the complaint is based as the staff member who is filing the complaint sees them;
- B. A reference to the policies/procedures of Impact Public Schools which have allegedly been violated; and
- C. The remedies sought.

Failure to submit a written complaint within the timeline specified will result in waiver of the complaint.

If a written complaint is filed in compliance with the timeline specified above, the staff member will discuss this complaint with his/her immediate supervisor. If the complaint is against an administrator or another staff member, such individual may be present at the meeting to present the facts as he/she sees them. A sincere effort will be made to resolve the complaint at this level. If the aggrieved person does not appeal the complaint to the CEO/designee in writing within 10 calendar days of the aggrieved person's meeting with his/her immediate supervisor, the complaint will be waived.

### **Step Two**

The CEO/designee will, within 10 calendar days of the receipt of the complainant's written appeal, meet with that staff member to hear their claim. If the complaint is against an administrator or another staff member, such individual may be present at the hearing to present the facts as he/she sees them.

The CEO/designee will render a decision regarding the appeal within 10 calendar days of the aggrieved person's meeting with the CEO/designee. If the complainant does not appeal the CEO/designee's decision in writing to the board through the CEO/designee within 10 calendar days, the complaint will be waived.

### **Step Three**

If the complainant properly appeals his/her complaint to the board as provided, the board will hold a hearing to hear the appeal of the CEO/designee's decision. At the appeal before the board, the complainant may be accompanied by counsel if the complainant wishes. If administrators or other staff are involved, they may be present at the hearing to present the facts as they see them. The board will, within 15 calendar days of the complaint hearing, present its decision with respect to the complaint. The board's decision will be considered final.