

## **Resolution Of Staff Complaints**

The board recognizes the importance of establishing reasonable and effective means for resolving difficulties which may arise among staff, to reduce potential areas of grievances and to establish and maintain recognized two-way channels of communication between supervisory personnel and staff.

Staff may use the administrative procedures to allege a violation of existing district policies or procedures that has directly aggrieved them. The procedures are established to provide a proper and equitable solution to a complaint at the lowest possible supervisory level and to facilitate an orderly procedure within which solutions may be pursued.

A complaint shall mean a written claim by a staff member that alleges a violation of existing district policies or procedures that has directly aggrieved them.

Management Resources:

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Washougal School District  
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## 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 attempt to talk with the individual involved in the complaint in an effort to resolve the complaint at the lowest level. Staff may request that a representative be present to assist in the discussion whether the issue be between two staff members, a staff member and a supervisor or a staff member and their administrator.

### Step Two

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 the district 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 superintendent/designee in writing within 10 calendar days of the aggrieved person's meeting with his/her immediate supervisor, the complaint will be waived.

### Step Three

The superintendent/designee will, within 10 calendar days of the receipt of the complainant's written appeal, meet with that staff member to hear his/her 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 superintendent/designee will render a decision regarding the appeal within 10 calendar days of the aggrieved person's meeting with the superintendent/designee. If the complainant does not appeal the superintendent/designee's decision in writing to the board through the superintendent/designee within 10 calendar days, the complaint will be waived.

### Step Four

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 superintendent/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.