

## **Personnel -- Certified/Non-Certified**

### **Grievances/Complaints**

#### **Resolution of Employee Problems or Complaints (Employees not included in a Collective Bargaining Agreement)**

The Board recognizes that employee problems and/or complaints will arise from time to time. Each employee is entitled to have such concerns dealt with by his/her immediate supervisor in a reasonable manner and to have the right to appeal a supervisor's decision when he/she feels they are unreasonable.

In an effort to quickly and informally resolve a problem or complaint, the employee shall first discuss the matter with his/her immediate supervisor. If he/she is not satisfied with the supervisor's disposition of the matter, or in the event that no decision has been rendered within the ten (10) work days after presentation he/she should discuss the matter with the Superintendent of Schools within fifteen (15) days after the grievance was presented.

If after completing the informal procedure, the employee is not satisfied with the disposition of the matter, he/she may submit, within five (5) business days after the meeting with the Superintendent, the problem or complaint in writing to the Superintendent.

The Superintendent shall review the written complaint or problem, and render a decision and the reasons therefore in writing within five (5) business days to the employee.

If the employee is not satisfied with the decision of the Superintendent, he/she may submit an appeal in writing to the Board of Education within five (5) work days after receipt of the Superintendent's written response.

Within thirty (30) work days after receiving the written grievance, a sub-committee of the Board of Education shall meet with the aggrieved employee. The Board sub-committee shall provide the employee a written decision addressing the grievance within five (5) days after the Board decision.