

SUN AREA TECHNICAL INSTITUTE

SECTION: ADMINISTRATIVE
EMPLOYEES

TITLE: COMPLAINT PROCESS

ADOPTED: April 18, 2002

REVISED:

	<p style="text-align: center;">326. COMPLAINT PROCESS</p> <p>1. Purpose Effective management of center operations requires reasonable and effective means of resolving conflicts that may arise among management level employees. This policy is established to reduce potential areas of disagreement, and to establish and maintain recognized two-way channels of communication between the Joint Operating Committee and management.</p> <p>2. Authority The Joint Operating Committee adopts this policy to facilitate proper and equitable solutions to complaints at the lowest appropriate level, and to establish orderly procedures within which solutions may be pursued.</p> <p>There shall be no reprisals of any kind taken against any employee because of participation in or support of a complaint.</p> <p>3. Definition Complaint - any unresolved problem concerning application or interpretation of state laws or regulations; policies or rules of the Joint Operating Committee; or administrative procedures.</p> <p>A day is any day for which an administrator is contracted to work.</p> <p>4. Guidelines Complaints should be discussed in a private, informal conference between the parties involved.</p> <p>At least one (1) private meeting should take place between the parties before the complaint is taken to the next higher level of authority.</p> <p>A complainant may be represented or accompanied at the higher levels of authority by anyone the individual chooses.</p> <p>If the same complaint or substantially the same complaint is made by more than one administrator against one respondent, only one administrator, on behalf of self and the other complainants, should pursue the complaint through the prescribed procedure. Names of all complainants shall appear on all documents related to settlement of the complaint.</p>
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The time limit provided in this policy may be extended by mutual agreement of the parties. 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.

Level One - Immediate Supervisor

Within ten (10) days after the occurrence giving rise to the complaint and following an informal discussion as outlined, the complainant must present the complaint in writing to the immediate supervisor.

This statement shall be a clear, concise expression of the complaint and:

1. The rule, policy or law for which there is an alleged violation.
2. Circumstances on which the complaint is based.
3. Person(s) involved.
4. Decision rendered at the private conference.
5. Remedy sought.

Copies of this statement may be sent to any individuals who were present.

Within ten (10) days the immediate supervisor shall communicate the decision in writing to the complainant. If the supervisor does not respond within the time limit, the complainant may appeal to the next level.

Either party to the complaint shall have the right to request a personal conference in order to resolve the complaint. Either party may request the presence of one (1) conferee.

Level Two – Next Higher Level of Authority

In the event the employee is not satisfied with the decision in Level One, s/he may appeal the decision in writing to the next level of supervision as per the organizational chart within five (5) days after receiving it.

This written statement shall include a copy of the original complaint, the decision rendered by the immediate supervisor, the name of the appellant's conferee, if any, and a clear, concise statement of the reasons for the appeal on the decision.

The responding administrator shall communicate his/her decision to the complainant within ten (10) work days.

Either party in the appeal may request a personal conference within the above time limits. If the decision has not been rendered within the time limits, the complainant may appeal to the next level.

Level Three - Administrative Director

Within seven (7) days after receiving the decision of the administrator in Level Two, the complainant may appeal the decision at Level Two to the Administrative Director. The appeal shall be in writing and shall be accompanied by a copy of the decisions at Level One and Level Two.

Within seven (7) days after the delivery of the appeal, the Administrative Director shall investigate the complaint including giving all persons who participate in Levels One and Two a reasonable opportunity to be heard.

Within ten (10) days after delivery of the appeal, the Administrative Director shall submit his/her decision in writing, together with the supporting reasons, to the complainant and the administrator(s) involved.

Level Four - The Joint Operating Committee

Within seven (7) days after receiving the decision of the Administrative Director, the complainant may appeal the decision in writing to the Joint Operating Committee.

The Joint Operating Committee shall schedule the matter for a hearing at an executive session to be held at a time set by the Joint Operating Committee at the next regularly scheduled meeting of the Joint Operating Committee.

The complainant and the conferee shall be present at the hearing.

Within twenty (20) days the Joint Operating Committee will submit its decision in writing, together with supporting reasons, to the complainant. A copy shall be furnished to the administrator(s) involved.

The decision of the Joint Operating Committee is final.

Miscellaneous Provisions

All documents, communications and records dealing with processing a complaint shall be filed in a separate file and shall not be kept in the personnel file of any of the participants.

In the event a complaint is filed late in the school year, both parties shall endeavor to expedite procedures to the maximum extent possible so that the process may be completed as soon after the school term as practicable.