

ARTICLE VII – PUBLIC COMPLAINTS

- 7.1 The Board of Education and the Association encourage open communication between the home and the school. A positive partnership between parents, teachers, unit members and the administrative and support staff is essential to the educational process. Open and on-going communication between parents and staff minimizes the opportunities for problems to develop.

In the event that a member of the community complains about a unit member, these guidelines shall be followed except in cases where the allegation may require involvement by law enforcement agencies:

- 7.1.1 The community member shall attempt to resolve concerns through verbal communication with the unit member or the unit member's immediate supervisor. Every effort shall be made by the supervisor to refer the complainant to the unit member first.
- 7.1.2 If the concern is not resolved at this level, the complaint shall be reduced to writing by the complainant and given to the unit member's immediate supervisor or designee no later than fifteen (15) work days after the community member determines that the concern has not been resolved.
- 7.1.3 The unit member shall be notified and furnished a copy of this complaint within five (5) work days of the supervisor's receipt of the written complaint.
- 7.1.4 The immediate supervisor shall meet with the unit member to discuss the concern or complaint and shall conduct a thorough, impartial investigation of the matter. The unit member shall have the right to meet with the complainant.
- 7.1.5 If the complaint is not resolved within five (5) working days after the conference, a summary of the complaint, the factual investigation and the action taken, shall be prepared by the supervisor and furnished to the unit member. The deadline for receipt of the summary may be extended by mutual agreement of the Association and the District, but shall not exceed ten (10) working days. Receipt of the summary shall be acknowledged in writing by the unit member. This acknowledgment signifies receipt of the summary only, not necessarily agreement. The unit member shall have five (5) work days to furnish a written response. The summary and written response may then be entered in the unit member's personnel file.
- 7.1.6 If a thorough, impartial investigation determines that the allegations are unfounded, the complaint shall be disregarded and shall not be a matter of record.
- 7.1.7 Section 7.1 shall not apply to complaints alleging sexual harassment, child abuse, discrimination, and/or unlawful criminal or civil misconduct.