

	MURFREESBORO CITY SCHOOL BOARD POLICY		
	Descriptor Term:	Descriptor Number:	Date Adopted:
	STAFF COMPLAINTS	PER 28	9/80
	Revision Adopted:		9/01

The Board subscribes to an orderly, well-defined grievance procedure for the resolution of problems derived from applications of Board policies and system regulations. The machinery set up for the resolution of "grievances in agreements between the Board and recognized employee organizations" will apply only to grievances as defined in the particular agreement. Grievances will be handled expeditiously in accordance with the following procedure as approved by the Board.

GRIEVANCE PROCEDURE

A complaint is an assertion by an employee that there has been a violation, misinterpretation, or inequitable application of system policies, regulation and procedures, existing laws, or other actions that adversely and directly affect the employee personally and/or his/her work.

It is the intent of this procedure that employee complaints will be identified and corrected at the earliest possible time, and at the level where the alleged incident occurred or the alleged condition exists.

Complaint processing should be viewed as a positive and constructive effort which seeks to establish the facts upon which the complaint is based so that a fair conclusion can be reached. Employees will not be discriminated against nor will reprisal be attempted against an employee because he/she filed a complaint.

Work Days shall be the work days of the grievant.

Steps

Complaints will be processed according to the step-by-step procedures outlined below:

1. Working Site Level (Step 1)

- a. A complaint will be presented orally and informally to the immediate supervisor within ten work days after the alleged offense. If the complaint is not promptly resolved, it will be reduced to writing and submitted to the immediate supervisor.
- b. Within five work days of receiving the written complaint, the immediate supervisor will render a decision in writing to the complainant.

2. Site Level (Step 2)

- a. Within five work days after receiving the decision of Step 1, the complainant may appeal the decision in writing to the appropriate director or principal with copies to be sent to all involved in the process.

- b. The step 2 supervisor will within ten work days of receipt of the appeal investigate and render a decision in writing to the complainant and the immediate supervisor.

3. *Director of Schools Level (Step 3)*

- a. Within five work days after receiving the decision at Step 2, the complainant may appeal the decision in writing to the Director of Schools or official designee with copies to be sent to the complainant.
- b. The Director of Schools or official designee will, within ten work days of receipt of the appeal, investigate and render a decision in writing to the complainant, the principal or immediate supervisor.

4. *School Board Level (Step 4)*

- a. Within five work days after receiving the decision at Step 3, the complainant may appeal the decision in writing to the Board with copies to be sent to all involved in the process.
- b. The Board Chair may grant or deny a request for appeal. If the request is granted, the Board may or may not schedule a hearing. If a hearing is scheduled, it will be scheduled for the nearest date possible. Any decision made by the Board will be final.