



GRIEVANCE PROCEDURES

Employees who have a complaint about their terms or conditions of work are encouraged to resolve their concerns **informally** with their co-workers and/or supervisors at the lowest level possible. If the employee is not satisfied with the outcome of the informal resolution, then the employee may file a **formal complaint** according to the district's Grievance Procedures below.

[Formal Complaint Form](#) (printable version)

[Formal Complaint Form](#) (online version)

Except for a complaint against the Superintendent, each complaint must initially be brought at the lowest level of review, at the Campus Principal/Supervisor Review level. If the complaint is against the principal/supervisor, then the complaint may be initially brought to their direct supervisor.

1ST LEVEL REVIEW OF COMPLAINT: CAMPUS PRINCIPAL/ SUPERVISOR

Where an employee has a "formal" complaint or concern regarding their terms or conditions of work, the individual shall first complete and submit the **Formal Complaint Form** to the appropriate campus principal or to the employee's direct supervisor. The complaint must be brought within **15 business days** of the date that the complainant knew or should have known of the alleged harm. The complaint must be specific, and where possible suggest a resolution. The principal/supervisor must attempt to remedy the complaint in the best interest of the affected parties and document the outcome. The principal/supervisor must respond to the complainant and issue a final decision in writing within **10 days** of the principal/supervisor's receipt of the complaint.

2ND LEVEL REVIEW OF COMPLAINT: HUMAN RESOURCES AND MEDIATION

If the complainant is not satisfied with the final decision of the campus Principal/Supervisor, then the individual may file a written appeal to Human Resources. This written appeal shall be filed within **10 business days** of the individual's receipt of the final decision from the campus principal/supervisor. The written appeal shall include the following:

- A copy of the Formal Complaint
- A copy of the final decision of the campus Principal/ Supervisor

The appeal must be specific, and where possible suggest a resolution. The appeal shall not include any new issues or complaints unrelated in the original complaint. A copy of the appeal shall also be delivered to the campus principal/supervisor. Failing to abide by any of these steps may delay the appeal process. Human Resources shall respond to the complaint and issue a decision in writing within **15 business days** of receipt of the written appeal. Prior to the final determination, an employee shall enter Mediation.

3RD LEVEL REVIEW OF COMPLAINT: CEO/SUPERINTENDENT

If the complainant is not satisfied with the final decision of Human Resources and Mediation, then the individual may file a second written appeal to the Superintendent. This written appeal shall be filed with the Superintendent's office within **10 business days** of the individual's receipt of the final decision from the Human Resources and final decision from mediation. The written appeal shall include the following:

- A copy of the Formal Complaint
- A copy of the final decision of Human Resources and the Hearing Officer

The appeal must be specific, and where possible suggest a resolution. The appeal shall not include any new issues or complaints unrelated in the original complaint. A copy of the appeal shall also be delivered to Human Resources and the presiding Hearing Officer over the mediation.

The Superintendent, or the Superintendent's designee, shall respond to the appeal and issue a final decision in writing within **15 business days** of receipt of the written appeal.

4TH LEVEL REVIEW OF COMPLAINT: BOARD OF DIRECTORS

PRIOR TO proceeding to this level: A Stage/Level 4 grievance **REQUIRES** a prior decision from Human Resources, including mediation, and that decision **MUST** be attached to the appeal. If the complainant is not satisfied with the Superintendent's final decision, then the individual may file their complaint in writing to the Board of Directors within **10 business days** of receiving the final decision. A copy of this appeal shall also be delivered to the Superintendent. The complaint shall be directed to the President of the Board and shall include the following:

- A copy of all appeals; and
- A copy of all resulting decisions.

The President of the Board, at the next regular meeting of the Board, shall provide a copy of the complaint record to all board members. The Board's decision shall be decided on a review of the record developed at the CEO/Superintendent's level. Any action of the Board of Directors regarding the complaint shall be taken in compliance with the Texas Open Meeting Act.

OR

Individuals who are dissatisfied with the response of the CEO/Superintendent may present their complaint to the Board of Directors during the time of CITIZEN'S PRESENTATIONS at the next regular meeting of the board of directors. The board shall "stop, look, and listen" to the complaint, but may not deliberate or act on the complaint except in compliance with the Texas Open Meetings Act.

A complaint against the Superintendent shall begin at this level of review and shall follow the complaint process in accordance with this policy section and the Texas Open Meetings Act.

The failure of the Board of Directors to act on a complaint has the effect of upholding the CEO/Superintendent's decision.