

SECTION 162 CITIZEN INQUIRY GUIDELINES

Careful investigation of complaints regarding district employees, and due regard for the right of the persons involved, requires procedures that balance the various interests of students, employees, and citizens. This guideline and administrative rules attempt to balance those interests. The focus of the complaint procedure shall be one of problem-solving. It is intended to bring parties together to resolve issues whenever possible in a collaborative manner.

Throughout all of the following steps, the employee who is involved in the inquiry will be afforded an opportunity to discuss the inquiry with the supervisor/administrator. All parties involved in the process are entitled to have representation or support in an effort to bring the inquiry to a successful resolution.

Upon receipt of a complaint regarding job-related conduct of a district employee, the district shall proceed consistent with the following procedures:

- Step 1. The complainant shall first be directed to attempt to resolve the concern directly with the employee (if at all possible).
- Step 2. If not satisfied, the complainant shall contact the employee's immediate supervisor/administrator. The supervisor/administrator shall hear the complaint and make every effort to resolve the concern(s). The complainant and employee shall be involved in the resolution efforts by the supervisor/administrator as much as the situation allows.
- Step 3. If still unresolved, the complainant shall be asked to prepare a written statement of the complaint and present it to the next level administrator. A copy shall be given to the employee. The administrator, employee, and/or representatives shall meet to initiate a process to investigate the complaint. This step may be repeated to the level of the District Administrator.

See administrative rules 162 a (attached).

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