

Dickson County Board of Education

Monitoring: Review: Annually, in March	Descriptor Term: Complaints About School Personnel	Descriptor Code: 5.502	Issued Date: 08/23/12
		Rescinds:	Issued:

1 **INFORMAL PROCESS**
2
3 In instances of questions by an individual concerning the interpretation of policies and procedures to
4 that staff member, administrative practices within his/her particular school, and relationships with other
5 employees, the staff member concerned must consult the administrative or supervisory personnel to
6 whom he/she is responsible. If a satisfactory resolution of the problem cannot be reached after ample
7 opportunity for consideration of the matter, the staff member concerned may discuss the matter with the
8 next level of supervision up to and including the Director of Schools.
9
10 In instances where an individual feels for personal reasons that he/she cannot discuss a problem with
11 his/her immediate superior, he/she may take the problem directly to the next level supervisor or directly
12 to the Director of Schools.
13
14 **FORMAL PROCESS**
15
16 When the informal process fails to satisfy the employee, a certified employee may proceed with the grievance
17 process. The grievance process as agreed through the negotiated teacher contract shall be followed.
18 Whenever a complaint about an employee is made to the Board as a whole or a board member as an
19 individual, it will be referred to the administration for study and possible solutions. The employee involved
20 will be advised of the nature of the complaint and given opportunity for explanation, comment,
21 and presentation of the facts as he/she sees them.
22
23 If, after such procedure is followed there is still a question or complaint, the matter shall then be referred
24 in writing to the Board, which shall determine whether it will hear the individual or group.
25
26 Any complaint regarding an employee, which shall be placed in an employee's file, made to any member
27 of the administration or Board by a parent, student, or other person shall be processed in the following
28 manner:
29
30 1. All complaints shall be reduced to writing, dated and signed by the complainant.
31
32 2. A copy of the complaint shall be sent immediately to the employee. The employee may
33 attach a written reply to the complaint.
34
35 3. The employee shall be given the opportunity to meet with the person making the complaint
36 in an effort to resolve the problem and at any other meeting where the complaint
37 is discussed with the administration.
38
39 4. If the complainant refuses to participate in this process, all references to the complaint
40 shall be dropped.
41

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
51

- 5. All complaints shall be filed at the lowest applicable administrative level. Unresolved complaints shall proceed to the next highest level until the complaint is dropped or resolved.
- 6. The employee shall have the right to Association representation if the complaint remains unresolved after the first meeting with the complainant.
- 7. Except in cases of emergency, the Director shall take no adverse action against an employee until this procedure is followed.

The Board shall hear only complaints which have been carried through the proper formal procedure from the point of origin. Individuals or groups desiring to speak to the Board shall follow the same procedures as outlined in Board Policy dealing with public participation at Board meetings.

Cross Reference:

Appeals To & Appearances Before the Board 1.404