

# UNIONVILLE- CHADDS FORD SCHOOL DISTRICT

SECTION: EMPLOYEES

TITLE: COMPLAINT PROCESS

ADOPTED: October 20, 2014

REVISED:

<b>326. COMPLAINT PROCESS</b>	
1. Authority	<p>It is the Board's intent to establish reasonable and effective means of resolving conflicts among employees to reduce potential areas of complaints, and to establish and maintain clear two-way channels of communication between supervisory personnel and district employees for situations not covered by the terms of a collective bargaining agreement.</p> <p>There shall be no reprisals of any kind taken against any employees or their representatives because of support of or participation in a complaint.</p>
2. Delegation of Responsibility	<p>The Board directs the Superintendent to establish a process that will facilitate proper and equitable solutions to complaints by district employees at the lowest appropriate level.</p>
3. Guidelines	<p>Complaints should be discussed in a private, informal conference between the parties involved. At least one (1) private meeting should take place between the parties before the complaint process is invoked.</p> <p>A complainant may be represented or accompanied by anyone s/he chooses at any higher level of the complaint process.</p> <p>If the same, or substantially the same, complaint is made by more than one (1) employee against one (1) respondent, only one (1) employee, on behalf of self and the other complainants, may process the complaint through the prescribed procedure. Names of all complainants shall appear on all documents related to settlement of the complaint.</p> <p>All documents, communications, and records relevant to a complaint shall be filed in a separate file and not kept in the personnel file of any of the participants.</p> <p>References:</p> <p>School Code – 24 P.S. Sec. 510</p>