

**BOARD OF EDUCATION
SERIES 200**

204.8

TITLE: HANDLING GRIEVANCES

A grievance shall be defined as any circumstance deemed by a student, parent, local taxpayer, or school patron of the School District to be unjust and grounds for complaint or resentment or any dispute regarding the meaning, interpretation, application or alleged violation of the terms and provisions of existing policies and procedures or actions taken by School District personnel in the conduct of the educational program or the day-to-day operations of the schools.

It is expected that all individuals or groups having a grievance shall first discuss their complaint with the person against whom the grievance is directed. Thus, parents who have grievance against a teacher shall first discuss the problem with the teacher at a time that is mutually convenient to both parties. Either or both parties in a dispute may request the presence of the building principal. If parents are unable to obtain satisfaction from the teacher, they may then request a conference with the principal and, if still unable to obtain satisfaction, may request a conference first with the Superintendent and finally with the board of education, if all previous attempts to redress the grievance have failed.

All school officials receiving complaints from persons who have not first presented said grievance at each preceding step of the chain of command shall refer the complainants to the proper step. Thus, for example, individual board members who receive complaints about individual teachers shall refer the complainants directly to the teacher for action. Subsequent complaints on the same subject shall then be directed consecutively to the building principal, the superintendent and the Board of Education or until the complainant's grievances are resolved.

School employees shall promptly consider and equitably adjust all grievances related to them to the best of their abilities. It is the desire of the Board of Education that the causes of grievances be adjusted informally - - both supervisors and employees are expected to resolve problems as they arise.

Complaints Concerning School Personnel

General

Criticism of school personnel is to be expected from time to time because of the inherent nature of public, tax-supported schools.

It shall be the general practice of the Board of Trustees of the Wilder School District to have initial complaints regarding personnel directed to the immediate supervisor of the employee against whom the criticism is lodged. This shall be done in an effort to take immediate action at the source of the complaint. If a satisfactory solution to the complaint

is not arrived at by both parties concerned, the complaint may be referred by either or both parties to the superintendent for a settlement.

The Board of Trustees shall not encourage complaints to come to the board members as individuals. However, if complaints are lodged with individual trustees, the matter shall initially be referred to the school district administration for resolution.

Board of Trustees

When a complaint or criticism against a school district employee is not resolved by the immediate supervisor of the employee or the superintendent, the complaint or criticism may be brought before the Board of Trustees under the following conditions:

1. The complaint or criticism shall be in writing and signed by the individual or individuals registering the grievance.
2. The individual employee involved shall be advised of the nature of the complaint and shall be given every opportunity for explanation, comment and presentation of facts, as he/she understands them.
1. If it appears necessary, the administration, the person making the complaint, or the employee may request a personnel session of the Board of Trustees for the purpose of more complete study and discussion.
2. During the personnel session to study the complaint, the Board of Trustees shall observe the following:
 - 4.1 All individuals directly concerned, including the school administration, shall be present for the purpose of presenting additional facts, making explanations, and clarifying issues.
 - 4.2 Hearsay and rumor shall be discounted, as well as emotional feelings, except as these directly relate to the facts required to reach a solution.
 - 4.3 The Board of Trustees shall conduct the meeting in a fair and just manner
 - 4.4 The Board of Trustees may request a disinterested third party to act as a moderator in helping to reach a mutually satisfactory solution.

Revised: December 13, 1999