Complaints/Grievances

Denton ISD Regulation
Date: 0209/1807/20142021
Related Policy Code: DGBA

INFORMAL PROCESS

The Board of Trustees strongly encourages all employees to meet and discuss their concerns and/or complaints with their supervisor, principal, or appropriate administrator. The goal of this meeting is to discuss the employee's concerns. Any formal written complaint must be filed in a timely manner and may be submitted by the employee if no resolution was reached at the informal meeting.

FORMAL PROCESS

Once a complaint is filed, the lowest level administrator who has authority to remedy the alleged complaint will serve as the Level One Hearing Officer. In the event a Level Two complaint is filed, the Level Two Hearing Officer will not be the direct supervisor of the Level One Hearing Officer.

Level One and Level Two hearings may be held in-person or via zoom, as agreed upon by the parties.

Please refer to the Denton ISD's online Board Policy Manual for all polices (LEGAL), (LOCAL) and forms (EXHIBITS) related to Employee Complaints/Grievances:

http://pol.tasb.org/Policy/Code/383?filter=DGBA

Denton ISD Regulation
Date: 02/18/2014
Related Policy Code: DGBA

DISD Employee Grievances Process (Based On DGBA)



Employee - expected to attempt to resolve first informally, if not able to then may file a formal grievance via board policy, DGBA (LOCAL). EXHIBIT A should be used to <u>submit grievance directly to HR</u> (not your immediate supervisor). Timeline=15 days of incident or reasonable knowledge of event. District must be notifed at least 3 days in advance if employee plans to have a representative present at anyhearing level. Employee may audio record meetings but must notify District they are taping the meetings.

LEVEL ONE HEARING (Hearing Officer=Lowest Level Administrator Who Can Resolve the Issue)



Hearing Officer—
Confirms DGBA Form
Submitted Is Complete,
Accepts Or Rejects (If
Rejected May/Resubmit
W/In Timelines) Sets
Hearing Date Within 10
Days Of Notice, Allow 2
Hours for Hearing, Notifies
Employee Of Hearing
Date/Time Via Certified
Mail (Template Available)



Hearing Officer – Conducts Hearing, Must Audio Record, Post Hearing in Progress Signs, Use Script for Opening Remarks, Stop Look & Listen to Employee



Hearing Officer – Decision Is Due 10 Days Post Hearing Date, Provide Written Decision Based On Hearing Information And AnyInvestigation, (Template Available) Hand Deliver & Secure Signature From Employee, 2° Copy Sent Via Certified Mail. Appeal timeline starts when District responses NOT when certified mail is signed for by the employee.



Employee Appeals Within 10 Business Days To Level Two & Submits EXHIBIT B directly to HR



Employee Stopped Decision NOT Appealed

L1 Officer Provides:

Original complaint form & attachments

 Other documents submitted by the employee at Level 1.

- The written response issued at Level 1 and any attachments.
- All other documents relied upon by the Level 1 administrator in reaching the Level 1 decision.

LEVEL TWO HEARING (Hearing Officer=Division Administrator)



Hearing Officer— Confirms Packet Is Complete, Confirms Restricted to Original Complaint, Sets Hearing Date Within 10 Days Of Notice, Allow 2 Hours for Hearing, Notifies Employee Of Hearing Date/Time Via Certified Mail (Template Available)



Hearing Officer— Conducts Hearing, Must Audio Record, Post Hearing in Progress Signs, Use Script for Opening Remarks, Stop Look & Listen to Employee



Hearing Officer – Decision Is Due 10 Days Post Hearing Date, Decision Options Include Uphold Level I Decision/Reverse-Modify, Provide Written Decision Based On Hearing Information And AnyInvestigation, (Template Available) Hand Deliver & Secure Signature From Employee, 2° Copy Sent Via Certified Mail Appeal timeline starts when District responses NOT when certified mail is signed for by the employee.



Employee Appeals Within 10 Business Days To Level Three & Submits EXHIBIT C directly to HR

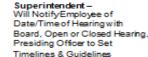


Employee Stopped Decision NOT Appealed

L2 Officers Provides:

- The notice of appeal from Level 1 to Level 2.
- The written response issued at Level 2 and any attachments.
- All other documents relied upon by the administration in reaching the Level 2 decision.

LEVEL THREE HEARING (Hearing=DISD School Board) Superintendent DISD Board





DISD Board – Hearings Recorded & Conducts Level III Hearing



DISD Board – May Provide Notice Orally or Written Before or By Next Board Meeting Date Employee Complaint Form Level One (EXHIBIT A)

Denton ISD Regulation Date: 05/14/2014 Related Policy Code: DGBA

Any employee who wishes to file a complaint must fill out this form completely and turn it in to the Assistant Superintendent of Human Resources. All complaints will be processed in accordance with DISD policies DGBA (LEGAL) and (LOCAL). Please use additional sheets of paper as necessary to completely respond. Failure to give complete details, including dates, will prevent those details from being considered in resolution of the grievance. Copies of any documents that support the complaint should be attached to the complaint form. If the employee does not have copies of these documents, they may be presented at the Level One conference. After the Level One conference, new documents may only be submitted if the employee did not know and with reasonable diligence could not have known of the existence of the documents.

Employee			Employee ID#					
Name								
Position			Campus/Department					
	_							
Please state the f	Please state the first date of the event or series of events causing the complaint.							
Please state your	complaint	, including the harm whi	ich you allege to have o	ccurred.				
Please state the r	emedy you	ı are seeking.						
Please state speci when applicable.	fic facts of	which you are aware to	support your complain	it. List in deta	il and include dates			
Hand Delivery →	DISD HR	Make 2 copies, deliver 1 to Assistant Superintendent of HR (1307 N. Locust						
		Street, Denton TX 76201), keep 1 copy.						
Mail Delivery → [Make 2 copies, send cer	rtified mail with a returr		ested, keep 1 copy.			
Fax Delivery Prob			rtified mail with a returr	OT FAX	ested, keep 1 copy.			
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Denton ISD Regulation
Date: 05/14/2014
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Name							
Position			Campus/Departme	ent			
Name and position	n of Level	One Hearing Officer's d	ecision voluare anne	aling			
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Please confirm you	ı ara annı	ealing a decision at	D v	*		£	
Level One?	a are appr	calling a decision at	Yes; proceed w				
Level Offe:			No; complete L			submit to	the
			Assistant Superinte	endent o	of HR		
Level One hearing	date whi	ch you are appealing:					
How has the previ	ous decisi	on (Level One) failed to	fulfill the remedy so	ought in	your com	plaint?	
If you will be repre	esented ir	nursuing your complai	nt. nlease identify th	at indiv	ridual and	or organi	zation:
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Employee Complaint Form Notice of Appeal Level Three Board of Trustees/Designee (EXHIBIT C)

Denton ISD Regulation
Date: 05/14/2014
Related Policy Code: DGBA

This form must be	illied out	completely by an emplo	yee appealing a Leve	el One co	mplaint d	ecision fron	i Levei
Two to a Level Th	ree in acco	rdance with DISD policie	es DGBA (LEGAL) and	l (LOCAL)			
Employee			Employee ID#				
Name							
Position			Campus/Departme	ent			
Name and position	n of Level	Two Hearing Officer:					
			I				
Level Two hearing	g date whi	ch you are appealing:					
How has the prov	ious dosis	ion /Lovel Two\ failed to	fulfill the remedy s	ought in	VOUR COM	nlaint?	
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		pursuing your complai			dual and	/or organiza	ation:
If you will be repr Representative's		pursuing your complai		hat indivi Phone #	idual and	/or organiza	ntion:
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