

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 policies (LEGAL), (LOCAL) and forms (EXHIBITS) related to Employee Complaints/Grievances:

<http://pol.tasb.org/Policy/Code/383?filter=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 submit grievance directly to HR (not your immediate supervisor). Timeline= 15 days of incident or reasonable knowledge of event. District must be notified at least 3 days in advance if employee plans to have a representative present at any hearing 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 Any Investigation, (Template Available) Hand Deliver & Secure Signature From Employee, 2nd 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 Any Investigation, (Template Available) Hand Deliver & Secure Signature From Employee, 2nd 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 – Will Notify Employee of Date/Time of Hearing with Board, Open or Closed Hearing, Presiding Officer to Set Timelines & Guidelines



DISD Board – Hearings Recorded & Conducts Level III Hearing



DISD Board – May Provide Notice Orally or Written Before or By Next Board Meeting Date

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 Name		Employee ID#	
Position		Campus/Department	

Please state the first date of the event or series of events causing the complaint.

Please state your complaint, including the harm which you allege to have occurred.

Please state the remedy you are seeking.

Please state specific facts of which you are aware to support your complaint. List in detail and include dates when applicable.

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 → DISD HR	Make 2 copies, send certified mail with a return receipt requested, keep 1 copy.
Fax Delivery Prohibited	Faxed complaints will NOT be processed. DO NOT FAX
Signature of Grievant/Employee	Date Submitted:
Office of Assistant Superintendent of HR	Date Received:

**Employee Complaint Form
Notice of Appeal Level Two (EXHIBIT B)**

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

This form must be filled out completely by an employee appealing a Level One complaint decision to a Level Two in accordance with DISD policies DGBA (LEGAL) and (LOCAL).

Employee Name		Employee ID#	
Position		Campus/Department	

Name and position of Level One Hearing Officer’s decision you are appealing:

Please confirm you are appealing a decision at Level One?	<input type="checkbox"/> Yes; proceed with this Level Two form. <input type="checkbox"/> No; complete Level One form & submit to the Assistant Superintendent of HR
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Level One hearing date which you are appealing:	
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How has the previous decision (Level One) failed to fulfill the remedy sought in your complaint?

If you will be represented in pursuing your complaint, please identify that individual and/or organization:

Representative’s Name		Phone #	
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Organization’s Name	
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Organization’s Address	
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Employee Instructions	Attach a copy of the original Level One complaint and a copy of the Level One Hearing officer’s decision being appealed to this Notice of Appeal.
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Hand Delivery → DISD HR	Make 2 copies, deliver 1 to Assistant Superintendent of HR (1307 N. Locust Street, Denton TX 76201), keep 1 copy.
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Mail Delivery → DISD HR	Make 2 copies, send certified mail with a return receipt requested, keep 1 copy.
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Fax Delivery Prohibited	Faxed complaints will NOT be processed. DO NOT FAX
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Signature of Grievant/Employee		Date Submitted:	
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Hearing Date Notification to Employee	The Level Two assigned hearing officer will notify you, NOT your representative of the hearing date scheduled.
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Office of Assistant Superintendent of HR		Date Received:	
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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 filled out completely by an employee appealing a Level One complaint decision from Level Two to a Level Three in accordance with DISD policies DGBA (LEGAL) and (LOCAL).

Employee Name		Employee ID#	
Position		Campus/Department	
Name and position of Level Two Hearing Officer:			
Level Two hearing date which you are appealing:			
How has the previous decision (Level Two) failed to fulfill the remedy sought in your complaint?			
If you will be represented in pursuing your complaint, please identify that individual and/or organization:			
Representative's Name		Phone #	
Organization's Name			
Organization's Address			
Employee Instructions	Attach a copy of the original Level One complaint, Notice of Appeal to Level Two form, a copy of the Level One Hearing officer's decision, a copy of the Level Two Hearing officer's decision and this Notice of Appeal to Level Three.		
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 → DISD HR	Make 2 copies, send certified mail with a return receipt requested, keep 1 copy.		
Fax Delivery Prohibited	Faxed complaints will NOT be processed. DO NOT FAX		
Signature of Grievant/Employee		Date Submitted:	
Hearing Date Notification to Employee	The Superintendent's Office will notify you, NOT your representative of the hearing date scheduled.		
Office of Assistant Superintendent of HR		Date Received:	

