

It is the policy of Minidoka County Joint School District #331, Minidoka, Cassia, Jerome, and Lincoln counties that the District and its employees will attempt to resolve complaints regarding district employees at the level closest to the source of the complaint. This is done in an effort to take immediate action at the source of the complaint and to better utilize the scarce resources of the District by fostering an atmosphere of resolution. The following is the complaint procedure to be utilized within the district.

1. If an individual has a complaint with a district employee arising out of the course and scope of their employment, he or she should first seek resolution by discussing the complaint with that employee. Every attempt should be taken to resolve the matter at that level.
2. If the complaint is not resolved at the employee level, the matter may then be submitted to the employee's immediate supervisor. The complaint should be in writing setting forth the facts and circumstances supporting the allegation made and identify the desired resolution. Complaints regarding district employees are to be considered confidential. Upon receipt of the written complaint, the supervisor will, within a reasonable period of time, hold an informal meeting with both parties to discuss the allegations and to allow the complainant and employee to discuss the allegations. This hearing shall remain informal and focus on resolution of the complaint. If it appears that a resolution cannot be resolved, the supervisor shall submit a written decision on the complaint within five (5) working days following the informal meeting.
3. If the complaint is not resolved with the immediate supervisor, then the complaint or decision of the immediate supervisor may be appealed to the superintendent. Such appeal shall be in writing setting forth the unresolved allegations and the desired resolution. The superintendent shall, within a reasonable period of time, hold an informal meeting with the parties to discuss the allegations and to allow the parties to present evidence. This hearing shall remain informal and focus on resolution of the complaint. If a resolution cannot be reached, the superintendent shall submit a written decision on the complaint within five (5) working days.
4. If the complaint is not resolved at the superintendent level, the complaint may be appealed by either party to the Board of Trustees under the following conditions:
  - a. An appeal shall be submitted in writing signed by the individual or individuals registering the appeal and setting forth with specificity the issues on appeal. The appeal shall set forth the desired resolution.
  - b. The individual or employee involved shall be advised of the nature of the appeal and shall be provided notice of an informal hearing on the appeal. The informal hearing shall be held in executive session.
  - c. All individuals concerned may present facts, make explanations and clarify issues. Each party shall be given a complete and fair opportunity for explanation, comments and presentation of facts as he or she understands them.

- d. Upon the matter being presented to the Board of Trustees, the Board may either render a written decision or an oral decision on the matter. A written decision shall be made within five (5) days of the close of the hearing.
5. All times set forth in this policy may be enlarged by stipulation of the parties.



**LEGAL REFERENCE:**

**ADOPTED: June 16, 2003**

**AMENDED/REVISED:**