

Draft MMK Procedure V.1 Complaints Concerning Staff or Programs

Most complaints can be resolved by informal discussions between the citizen and the staff member. ~~Should the matter not be resolved, the principal shall attempt to resolve the issue through a conference with the citizen and the staff member.~~

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above:

- ~~A. If the problem is not satisfactorily resolved at the building level, the citizen should file a written complaint with the superintendent which describes the problem, and a suggested solution. The superintendent should send copies to the principal and staff member.~~
- ~~B. The principal and staff member shall respond to the superintendent in writing or in person.~~
- ~~C. The superintendent shall then attempt to resolve the matter through a conference with the citizen, staff member, and principal.~~
- ~~D. If the matter is still not resolved, the superintendent shall present the issue to the board. If the complaint is against a staff member, the complaint shall be handled in executive session in the presence of the staff member. The board shall attempt to make a final resolution of the matter. Any formal actions by the board must take place at an open meeting. If such action may adversely affect the contract status of the staff member, the board shall give written notice to the staff member of his/her rights to a hearing.~~

Step 1. The complainant will first attempt to resolve the matter by meeting with the involved staff member(s). If the problem cannot be resolved to the complainant's satisfaction at this meeting, he/she may proceed to Step 2.

Step 2. The complainant may request to schedule a meeting with the staff member and the staff member's immediate supervisor(s). If the problem cannot be resolved to the complainant's satisfaction at this meeting, he/she may request to proceed to Step 3.

Step 3. The complainant may file a signed written formal complaint using the district's formal complaint form and file the complaint with the building principal or the staff member's immediate supervisor. The complaint will be evaluated and a written decision will be rendered within five school days after it is received. If the time line is not met or if the problem has not been resolved to the complainant's satisfaction, he/she may request to proceed to Step 4. The timeline maybe extended based on the time of the year and availability of staff/students which will be communicated to the complainant.

Step. 4. The complainant may appeal the decision in Step 3 by submitting the signed written complaint to the superintendent/designee. The superintendent/designee will evaluate the appeal and render a decision to the complainant within five school days after it is received. If the complainant is not satisfied with the decision, he/she may proceed to Step 5. . The timeline

maybe extended based on the time of the year and availability of staff/students which will be communicated to the complainant.

Step 5. The complainant may appeal the decision in Step 4 to the board of directors by notifying the superintendent's office. If the complaint is against a staff member, the complaint shall be handled in executive session in the presence of the staff member. The board may exercise the option to review all the written material submitted by the complainant and employee/district in executive session and attempt to render a decision based on the written materials that has been submitted in regards to the complaint.

The board shall attempt to make a final resolution of the matter. Any formal actions by the board must take place at an open meeting. If such action may adversely affect the contract status of the staff member, the board shall give written notice to the staff member of his/her rights to a hearing.

The board will schedule the hearing within fifteen (15) days of receipt of the complaint and will render a decision within fifteen (15) days following the hearing. The board may contact the complainant to extend these dates based on the time of year and availability of school board members and will communicate the reason for the extension to the complainant.

- Complaints concerning individual employees may not be accepted unless accompanied by specific documentation.

Reference: Policy 5281 Disciplinary Action and Discharge; RCW 28A.405.300