

**Review of Services of Staff**

These procedures are intended to resolve concerns of a citizen of the District or the parent/guardian of a student attending Dayton School in the District. They are not to be used by persons who are not citizens in Upper West Shore School District #33, nor are they available as procedures to resolve employee grievances.

Most problems can be resolved by an informal meeting between the citizen and the staff member. If the problem is not solved at that level, it can be appealed to the Board, if necessary. Complaints should be filed within 21 school days from the date of the incident.

The following steps apply to the processing of a complaint that cannot be solved through informal means. This resolution process should be completed within 30 working days and each step should be completed within 10 working days.

Step 1: The Board Chair shall attempt to settle the complaint at the level closest to the problem to be resolved.

- A) If a settlement is reached, the Board Chair shall send a copy of the process used to resolve the complaint and a short report describing the settlement (signed by all parties) to the full Board.
- B) If the complaint is not resolved, the Board Chair will forward the complaint back to the full Board for further action.

Step 2: If circumstances warrant, the Board may use an independent outside adjudicator to review the complaint.

Step 3: The adjudication process to be used by the Board or outside adjudicator shall result in a written report and will normally involve most of these components:

- A) Clarification of the complaint with the originator;
- B) Written response to the complaint by the employee;
- C) One or more hearings to gain information and insight;
- D) Review of all documents and testimony;
- E) Preparation of a written adjudication report (copies provided to the originator of the complaint, the affected employee and the full Board).

Step 4: If either of the two principal parties to the complaint disagrees with the decision of the adjudication report, it may be appealed to the Board of Trustees. The Board shall hear and rule on the appeal at the next regularly scheduled meeting of the Board.

Procedure History:

Promulgated on: 2008-09

Revised on: 01/28/19