

BOARD PROCEDURE

Descriptive Code: GAE

COMPLAINTS AND GRIEVANCES

Date: March 10, 2008

The procedure for system personnel being offered an opportunity to file a complaint is a positive one which encourages solving problems at the lowest possible level. Often a complaint can be resolved through open discussion without a formal complaint being pursued.

Procedure

Any system employee who is affected in his or her employment by an alleged violation, misinterpretation or misapplication of statutes, policies, rules, regulations or written agreements of the school system or with which the school system is required to comply may file a complaint. Not subject to complaint under this policy are personnel evaluations; professional development plans; the termination/non-renewal or suspension of an employment contract; or the revocation, suspension or denial of professional certification.

NOTE: For the purposes of this procedure, the immediate supervisor of school level employees is the school principal.

1. To file a complaint, the employee shall state in writing to the immediate supervisor the intent to file a complaint under Policy GAE-Complaints and Grievances and provide a clear and precise description of the statute, policy, rule or regulation that is alleged to have been violated no later than ten calendar days from the most recent incident upon which the complaint is based.
2. The immediate supervisor shall discuss the complaint with the employee and require the employee to complete the Complaint Initiation form (Attachment 1).
3. The immediate supervisor shall discuss the complaint with the employee and others if necessary, review the facts as presented, and render a decision in writing which establishes the findings of fact and reasons for the decision reached. This official written response must follow the format contained on the Complaint Disposition form (Attachment 2).

Note: This hearing must be tape-recorded and a copy filed in the immediate supervisor's office.

Timeline: The decision must be delivered to the complainant by either hand or certified mail within **ten** calendar days from the date of initial review.

4. If the aggrieved employee is not satisfied with the decision of the immediate supervisor, the employee may appeal the decision to the Superintendent of Schools or designee by completing the Complaint Appeal Form (Attachment 3) no later than ten calendar days from the date of the initial decision.

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5. Upon receiving the completed Complaint Appeal Form, the Superintendent of Schools or designee shall conduct a hearing and render a decision within ten calendar days of the date of the filing of the appeal. The Superintendent of Schools or designee shall inform both parties of the decision in writing on the Complaint Disposition form, including findings of fact and the reasons for the decision reached.

Note: This hearing must be tape-recorded and a copy filed in the Superintendent's office.

Timeline: The decision must be delivered to the complainant by either hand or certified mail within five calendar days of the appeal hearing.

6. If the aggrieved employee is not satisfied with the decision of the Superintendent of Schools, the employee may appeal to the Board of Education by submitting the completed Complaint Appeal form to the Superintendent of Schools within ten calendar days of the date of the superintendent's decision.

7. The Superintendent of Schools will arrange a hearing before the Board of Education. Following the hearing, the decision of the Board of Education shall be submitted in writing on the Complaint Disposition form, setting forth the findings of fact and reasons for the decision reached within 20 calendar days after the hearing.

Note: This hearing must be tape-recorded and a copy filed in the Superintendent's office.

Timeline: The decision must be delivered to the complainant by either hand or certified mail within 20 days after the appeal hearing. The decision must be delivered within 60 days from the date of the initial filing of the complaint.

8. If the aggrieved employee is not satisfied with the decision of the Board of Education, the employee may appeal to the Georgia Board of Education as governed by the law and Georgia Board of Education rules and regulations.

Should any timeline be missed in this procedure, the complaint is to be forwarded immediately to the next level. The entire process from the filing of the complaint to the final decision of the Board of Education must be completed within 60 days.

ADOPTED: 5/10/88

REVISED: 11/18/92, 8/7/03, 1/24/05, 2/12/08

Columbia County Board of Education

**Procedure GAE
Attachment 1**

**Columbia County School System
Policy GAE: Complaints and Grievances
COMPLAINT INITIATION FORM**

This form must be completed in order to file a grievance under Columbia County Board of Education Policy GAE – Complaints and Grievances.

FROM: _____ DATE: _____

Name _____

Title or Position _____ Dept. or School _____

Home Address _____

1. What is the action or situation about which you have a complaint?
2. What was the date of the most recent incident upon which your complaint is based?
3. What statute, policy, rule, regulation or written agreement do you contend has been violated, misinterpreted or misapplied?
4. How are you affected by the alleged violation in your employment?
5. What relief are you seeking?

Signature of Employee: _____

To Be Completed by the Supervisor

Date Received by Supervisor _____

Administrator/Supervisor Signature of Verification _____

**Procedure GAE
Attachment 2**

**Columbia County School System
Policy GAE: Complaints and Grievances
COMPLAINT DISPOSITION FORM**

Date: _____

FROM:

Name _____

Title or Position _____ Dept. or School _____

Name and title of employee who initiated this complaint:

Name _____

Title _____

1. What are the issues involved in this complaint or appeal?

2. Has violation, misinterpretation or misapplication of a statute, policy, rule or regulation occurred? If so, which statute, policy, rule or regulation?

3. Findings of fact:

4. Decision and reasons for the decision:

Signature of Supervisor/Administrator: _____

**Procedure GAE
Attachment 3**

**Columbia County School System
Policy GAE: Complaints and Grievances
COMPLAINT APPEAL FORM**

Date: _____

FROM:

Name _____

Title or Position _____ Dept. or School _____

Home Address _____

Date of Complaint _____

1. I wish to appeal the decision of:

Name _____

Title _____

(The administrator who conducted the hearing from which the appeal is filed must attach all completed Complaint Initiation Forms, Complaint Disposition Forms, and the record.)

2. Reasons for appeal.

3. Please check the appropriate response.

I will be represented at the next hearing.

Name of representative: _____

I will not be represented at the next hearing.

Signature of Employee: _____