

## Department of Human Resources/Teachers Association Communication Steps

Topics	Complaints	Grievances
Definitions	A “complaint” is defined as a general expression of dissatisfaction/concern with an employment related issue.	A "grievance" is defined as a complaint concerning an alleged violation or misapplication of any specific provision of the Memorandum of Understanding, Board Policy, and/or local, state, and federal law.  The term “grievant” is defined as any professional employee in the collaborative conferencing unit including the Association President for Association grievances (addressed separately in Article 3, Section L of the MOU).
Preliminary Requirements	N/A	<ul style="list-style-type: none"> <li>• Within seven (7) working days from the date of occurrence or becoming aware of the occurrence, but before filing a formal grievance, the employee shall first discuss the alleged violation with his/her immediate supervisor in an effort to resolve the grievance (Grievance Discussion).</li> <li>• In the event the violation involves the immediate supervisor, the employee shall direct his/her concern to the next level supervisor or an Office of Professional Standards (OPS) representative.</li> <li>• The discussion shall be documented on the Grievance Discussion Form.</li> <li>• Representation at this stage may be the grievant’s Association Representative (AR).</li> </ul>
Step 1	An employee should first contact his/her immediate supervisor regarding the issue, unless the issue involves the immediate supervisor.	<ul style="list-style-type: none"> <li>• Within seven (7) working days of an unresolved grievance discussion, the grievance shall be presented in writing on the standard grievance form, by the grievant to the immediate supervisor.</li> <li>• Within six (6) working days of receipt of the grievance, said supervisor shall meet with the grievant and/or an <b>AR</b>, if the grievant so desires, in an effort to resolve the grievance.</li> <li>• The supervisor shall respond to the grievance in writing within six (6) working days after the meeting.</li> </ul>
Step 2	If unresolved in Step 1, or if the issue involves the immediate supervisor, the employee may escalate the complaint to the next level supervisor.	<ul style="list-style-type: none"> <li>• If unresolved in Step 1, the grievant may present the grievance to the next level supervisor within six (6) working days from receipt of the written response in Step 1.</li> <li>• The next level supervisor shall meet with the grievant and/or a <b>professional association staff representative</b>, if the grievant so desires, in an effort to resolve the grievance.</li> <li>• The next level supervisor will provide a written response within six (6) working days after the meeting.</li> </ul>
Step 3	If unresolved in Step 2, the employee may submit the complaint in writing to the Office of Professional Standards (OPS) by completing the Complaint Questionnaire and emailing a copy to <a href="mailto:ops@scsk12.org">ops@scsk12.org</a> .	<ul style="list-style-type: none"> <li>• If unresolved in Step 2, the grievant may present the grievance to the Office of Professional Standards (OPS) within six (6) working days from receipt of the written response in Step 2.</li> <li>• Within six (6) working days of receipt of the grievance, an OPS representative will meet with the grievant and/or a <b>professional association representative</b>, if the grievant so desires, in an effort to resolve the grievance.</li> <li>• The OPS representative will provide a written response within six (6) working days after the meeting.</li> </ul>
Step 4	If unresolved in Step 3, the employee may escalate the complaint to the Chief of Human Resources for final consideration.	<ul style="list-style-type: none"> <li>• If unresolved in Step 3, the Association or grievant may submit the grievance to arbitration within ten (10) working days from receipt of the written response in Step 3, in accordance with the process outlined in Article 3, Sections H, I, and J of the MOU.</li> </ul>