Whenever an employee or applicant feels that he or she has a complaint, every effort is to be made to arrive at a satisfactory resolution of the problem on an informal basis. When this cannot be done, employees not covered by a collective bargaining complaint procedure, can resort to the more formal procedures as provided herein. If the collective bargaining agreement is silent on an issue this procedure may be used by the employee.

I. Definitions

A. Complaint shall mean any dispute or disagreement involving the interpretation or application of any existing Board rule or practice. It does not include disputes involving the interpretation or application of a collective bargaining agreement, or any provision thereof. Such disputes must be resolved through the grievance procedure in the bargaining agreement.

B. Complainant shall mean any employee, or group of employees, directly affected by the alleged misinterpretation or violation, filing a complaint.

C. Employer shall mean the School Board or its representatives.

D. Day shall mean a working day.

II. Time Limits - The number of days indicated at each level is to be considered the maximum. Time limits may be extended by mutual agreement between the parties.

III. Released Time - The complaint procedure will normally be carried out during non-work time. If, however, the Board elects to carry out provisions during work time, the complainant shall lose no pay.
IV. Complaint Procedure

A. Informal Discussion - If an employee believes there is a basis for complaint, he or she shall discuss the complaint with his or her immediate supervisor (except in cases of discrimination or harassment allegations involving the supervisor, in which case they shall report to the Equity Coordinator) within ten (10) days of the occurrence of the alleged violation except in cases involving harassment or discrimination in which sixty (60) days will be allowed. The immediate supervisor shall render a decision within two (2) working days from the date that the meeting is held with the employee to discuss the complaint.

B. Level One - If the complainant is not satisfied with the informal resolution he or she may, within five (5) days, file a formal complaint on the proper form and deliver it to the District EEO officer. The EEO officer shall communicate his or her answer in writing to the complainant within ten (10) days after receipt of the complaint. Class complaints involving more than one (1) supervisor and complaints involving an administrator above the building level may be filed by the complainant at level two.

C. Level Two - If the complainant is not satisfied with the resolution at level one he or she may, within ten (10) days of the answer, file a copy of the complaint with the Superintendent. Within ten (10) days of receipt of the complaint the Superintendent shall indicate his or her disposition in writing to the complainant.

D. Board Appeal - If the complainant is not satisfied with the resolution by the Superintendent, he or she shall have the right to appeal the Superintendent’s decision to the School Board; provided request for placement on Board agenda is filed within ten (10) days. The School Board shall hold a hearing no later than thirty (30) days from the date of filing such appeal.

V. Confidentiality and protection from retaliation will be provided to the extent possible to any employee, student, applicant or affected party who alleges discrimination or harassment.

STATUTORY AUTHORITY: 1001.41, 1012.22, 1012.23, F.S.LAW(S) IMPLEMENTED: 447.401, 1001.43, 1001.49,1012.22, 1012.27, F.S.HISTORY: ADOPTED: 10/02/06
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