

## **STAFF AND PUBLIC CONCERNS/COMPLAINTS AND GRIEVANCES**

The board encourages the administration to develop effective means for resolving differences that may arise among employees, the public, and between an employee and his/her supervisor. The Board provides guidance for reducing potential areas of grievances and for establishing and maintaining recognized channels of communication among the staff, the administration, the public and the board.

Grievance/Complaint procedures should provide for prompt and equitable adjustment of differences at the lowest possible administrative level, and each employee should be assured an opportunity for an orderly presentation and review of complaints and concerns.

The process established for the resolution of grievances in agreements negotiated with recognized employee bargaining units (TCEA and ESP) will apply only to "grievances" as defined in the particular agreement.

The following channels are to be followed when filing a complaint:

1. other employees or the public may present a complaint against another employee to their immediate supervisor within 5 days of being made aware of a ruling/incident. The employee for whom the complaint is made will be provided a copy of the complaint within 5 days. The employee will have five days to submit a rebuttal of the complaint to the immediate supervisor. The supervisor must investigate and make a decision within 10 working days of receiving the rebuttal.
2. other employees or the public may appeal a ruling of a principal or other administrator to the superintendent in writing; this complaint must be filed within ten (10) working days of the employee being aware of the ruling/incident. The superintendent has fifteen working days to render a decision on the grievance/complaint.
3. school employees or the public may appeal a ruling of the superintendent to the board in writing within 10 working days. The school board will decide if a formal hearing is needed within 20 working days, after which a decision will be made within 10 working days of the hearing.

LEGAL REFS.: SDCL 3-78-1; 3-18-1.1; 3-18-15 through 3-18-15.3  
13-43-26

CONTRACT REFS.: Teachers' Master Agreement  
ESP Agreement

ADOPTED: April 18, 1983  
REVISED: March 14, 1994  
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