

**GRIZZLY CHALLENGE CHARTER SCHOOL
P.O. BOX 3209
SAN LUIS OBISPO, CA 93403-3209**

AR #4312 COMPLAINT AGAINST AN EMPLOYEE

In order to promote fair and constructive communication, and to resolve complaints from involving employees of the Grizzly Challenge Charter School (GCCS), the following procedure shall govern the resolution of complaints about employees. Every effort should be made to resolve a complaint between the parties involved at the earliest possible stage.

Complaints, which involve allegations endangering the health or safety of students, may require immediate action that does not follow the process outlined here, including duty to report suspected child abuse in accordance with law. Complaints alleging discrimination or failure to comply with state and federal laws in certain programs should be filed using the *Uniform Complaint Procedure* adopted by the San Luis Obispo County Office of Education (SLOCOE) and available from the Chief Human Resource Officer for SLOCOE.

Informal Level

1. A person with a complaint against an employee of the GCCS is encouraged to discuss his/her concern(s) directly with the employee against whom the complaint is lodged. The purpose of this discussion is to attempt to resolve the problem with the employee personally.
2. The complainant may request a conference with the employee and the employee's immediate supervisor in an attempt to resolve the complaint.

Formal Level

1. If the complaint cannot be resolved at the informal level, the complainant may submit the complaint in writing. Written complaints shall be filed:
 - a. With the GCCS Principal if the complaint involves teachers or classified support staff working directly with students, or if the complaint involves an employee not working at a school site.
 - b. With the Assistant Superintendent, Student Programs and Services, SLOCOE, if the complaint involves an administrative staff who reports directly to the Assistant Superintendent.
2. Written complaints should be filed on a form available at the GCCS office. (See Form #4312A). If the form is not used, a letter may be substituted, but in either case, the following information needs to be included in the written complaint:

- a. The name, address, and phone number(s) of the complainant.
 - b. The name of the employee against whom the complaint is being made.
 - c. A complete description of the complaint, including all names, dates and places necessary for a complete understanding of the complaint.
 - d. A description of prior attempt(s) to discuss the complaint with the employee involved.
 - e. The name of the GCCS administrator with whom the matter was discussed and the date and result of that discussion.
 - f. The solution that the complainant believes will resolve the complaint.
 - g. The signature of the complainant.
3. A written complaint should be filed with the GCCS Principal within ten (10) working days after the complainant knew, or should have known, of the incident.
 4. The employee who is the subject of the written complaint shall receive a copy of the complaint and have the opportunity to submit a written response to the GCCS Principal. The GCCS Principal shall establish a reasonable time for the employee to respond.
 5. When the GCCS Principal receives a written complaint, the GCCS Principal shall notify the Chief Human Resource Officer, SLOCOE, by sending a copy of the complaint, and a decision will be made establishing who will complete the investigation of the complaint. Generally, the GCCS Principal is responsible for investigating the complaint and attempting to resolve the complaint, however another administrator may be designated to investigate the complaint.
 6. If appropriate, an attempt shall be made to have the employee meet with the complainant in the presence of the GCCS Principal, or other appropriate administrator, to resolve the complaint. The validity of the complaint shall be determined after providing the employee an opportunity to respond to the complaint.
 7. If the complaint is resolved, the administrator investigating the complaint will advise all concerned in writing. If the complaint is not resolved to the satisfaction of all parties, the administrator investigating the complaint will render a decision and advise all concerned in writing within ten (10) working days of having received the written complaint.
 8. If the complainant, or the employee, is not satisfied with the decision of the administrator conducting the investigation, the assistant superintendent will review the complaint and render a decision within ten (10) working days of receiving the appeal and inform all parties in writing of the decision.

9. If either the complainant or the employee is not satisfied with the decision at the appeal level, the complainant or the employee may appeal to the County Superintendent, SLOCOE.
10. The County Superintendent shall review the complaint and make a decision to affirm or modify the previous decision within ten (10) working days and will inform all parties in writing of the decision.
11. Following a review of the complaint, the decision of the County Superintendent is final.
12. No document concerning a complaint against an employee shall be placed in an employee's file without following the requirements of applicable state statute or collective bargaining agreement.

APPROVED BY GCCS PRINCIPAL

10/10/12