

ARTICLE XIII COMPLAINTS

Section 13.1 Complaints

Any written complaint regarding an educator made to any member of the administration by a parent, student, or other person shall be investigated by the administrator and the following steps shall be taken:

- a. A copy of the written complaint shall be made by the recipient of the complaint and sent to the affected educator with five (5) days of its receipt.
- b. The educator shall acknowledge the opportunity to review such complaint by signing the filed complaint with expressed understanding that such signature in no way indicates agreement with the contents thereof.
- c. The investigation of such complaints shall begin as soon as possible, but in no event shall the investigation start later than 10 days from its receipt.
- d. The educator shall be given an opportunity to respond to the complaint and meet with the complainant and the immediate superior upon educator request, in order for the educator to rebut the complaint. It shall be the responsibility of the immediate superior to schedule such a meeting.
- e. If the person making the complaint refuses to participate in this procedure within 15 days of the educator's notification to the complainant of a request for a meeting, any and all references to the complaint shall not be included in the educator's personnel file.
- f. The educator shall have the right to submit a written answer to such complaint to the supervisor conducting the investigation for review. The supervisor conducting the investigation may request the educator to provide a written response to the complaint. If the educator does not provide or refuses to provide a requested written response, the supervisor conducting the investigation may include such a statement with the complaint.
- g. If the educator or the complainant finds the resolution to be unsatisfactory, an appeal may be made to the Director of Schools, within 10 days after receipt of the supervisor's response. The Director of Schools will schedule a meeting with the educator and the complainant within 10 days of the written request.
- h. In the event the complaint persists after item "g," the educator or the complainant may appeal to the Board by filing a written appeal to the Board of Education within 10 days after receipt of the Director of School's response.

- i. Any substantiated complaint, as determined by the immediately involved superior, may be used to evaluate an educator. Unsubstantiated complaints shall not be maintained as part of an educator's file.
- j. A complaint arising from supplemented activities or potential violation of state or federal laws or Board policy shall not be investigated under the procedures and steps under this Article XIII.