



**Employee Complaint Form – Level One**

**Name:** \_\_\_\_\_

**Position/Department/Campus:** \_\_\_\_\_

If you will be represented by another person, please identify the person representing you:

**Name:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

**Please describe the decision or circumstances causing your complaint:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What was the date of the decision or circumstances causing your complaint?** \_\_\_\_\_

**Please explain how you have been harmed by this decision or circumstance:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please describe and efforts you have made to resolve your complaint informally and the responses to your efforts:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**With whom did you communicate?** \_\_\_\_\_

**On what date?** \_\_\_\_\_

**Please describe the outcome or remedy you seek for this complaint:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date of filing:** \_\_\_\_\_

Please note: A complaint form that is incomplete in any material way may be dismissed, but may be refiled with all the required information if the refiling is within the designated time for filing a complaint. Attach to this form any documents you believe will support the complaint; if unavailable when you submit this form, they may be presented no later than the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.



**Level Two Appeal Notice**

To appeal a Level-One decision or the lack of timely response after a Level One conference, please fill out this form completely and submit it by hand delivery, fax, or US mail to the Human Resource Director within the time established in SEE. Appeals will be heard in accordance with SEE or any exceptions outlined therein.

**Name:** \_\_\_\_\_

**Position/Department/Campus:** \_\_\_\_\_

**If you will be represented by another person, please identify the person representing you:**

**Name:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

**To whom did you present your complaint at Level One?** \_\_\_\_\_

**Date of conference:** \_\_\_\_\_

**Date you received a response to the Level One conference:** \_\_\_\_\_

**Please explain specifically how you disagree with the outcome at Level One:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Attach a copy of the original complaint and any documentation submitted at level one.

(Attach a copy of the level one response being appealed, if applicable.)

**Employee signature:** \_\_\_\_\_

**Signature of employee's representative:** \_\_\_\_\_

**Date of filing:** \_\_\_\_\_



**Level Three Appeal Notice**

This form must be filled out completely by an employee appealing a complaint decision to the Board in accordance with the District's policies DGBA and DGBA (LOCAL) or any exceptions outlined therein.

1. **Name:** \_\_\_\_\_

2. **Position:** \_\_\_\_\_ **Campus/Department:** \_\_\_\_\_

3. **Name of Administrator whose complaint decision you are appealing:**  
\_\_\_\_\_

4. **Date of complaint conference you are appealing:** \_\_\_\_\_

5. **If you will be represented in pursuing your complaint, please identify that individual or organization:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

6. **Attach copy of original complaint.**

7. **Attach copy of complaint decision being appealed.**

**Signature:** \_\_\_\_\_ **Date Submitted:** \_\_\_\_\_



## SEE OF EXCELLENCE EMPLOYEE COMPLAINT /GRIEVANCE PROCESS

(015806)

### PERSONNEL- MANAGEMENT RELATIONS EMPLOYEE COMPLAINTS/GRIEVANCES

<b>GUIDING PRINCIPLES</b>	The Board encourages employees to discuss their concerns and complaints through informal conferences with their supervisor, principal or other appropriate administrator.
<b>INFORMAL PROCESS</b>	Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.
<b>DIRECT COMMUNICATION WITH BOARD MEMBERS</b>	Employees shall not be prohibited from communicating with a member of the Board regarding District operations except when communication between an employee and a Board member would be inappropriate because of a pending hearing or appeal related to the employee.
<b>FORMAL PROCESS</b>	If an informal conference regarding a complaint fails to reach the outcome requested by the employee, he or she may initiate the formal process described below by filing a written complaint form. Even after initiating the formal complaint process, employees are encouraged to seek informal resolution of their concerns. Mediation is available upon request. An employee whose concerns are resolved may withdraw a formal complaint at any time. The process described in this policy shall not be construed to create new or additional rights beyond those granted by laws or Board policy, nor to require a full evidentiary hearing or “mini-trial” at any level.
<b>NOTICE TO EMPLOYEES</b>	The District shall inform employees of this policy.
<b>FREEDOM FROM RETALIATION</b>	Neither the Board nor any District employee shall unlawfully retaliate against an employee for bring a concern or complaint.
<b>WHISTLEBLOWER COMPLAINTS</b>	Whistleblower complaints shall be filed with the time specified by law and may be made to Superintendent or designee beginning at Level Three. Time lines for employee and the District set out in this policy may be shortened to allow the Board to make a final decision within 60 calendar days of the initiation of the complaint.
<b>COMPLAINTS AGAINST SUPERVISORS</b>	Complaints alleging a violation of law by a supervisor may be made to the next level supervisor. Complaints alleging a violation of law by the Superintendent may be made directly to the Board or designee.



## SEE OF EXCELLENCE EMPLOYEE COMPLAINT /GRIEVANCE PROCESS

<b>CONSOLIDATING COMPLAINTS</b>	<p>Complaints arising out of an event or a series of related events shall be addressed in one complaint. Employees shall not bring separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint.</p> <p>When two or more complaints are sufficiently similar in nature and remedy sought to permit their resolution through one proceeding, the District may consolidate the complaints</p>
<b>JURISDICTIONAL REFERRAL</b>	<p>Grievances shall be processed in accordance with provisions below, except when:</p> <ol style="list-style-type: none"><li>1. A group of employees without a common principal or immediate supervisor presents a grievance; or</li><li>2. The subject of the grievance is not within the jurisdiction of the principal or Immediate supervisor; or</li><li>3. Both parties mutually agree to expedite the process for purposes of acting in a timely manner to resolve the complaints of the grievant</li></ol> <p>In such cases, the principal or immediate supervisor shall refer the grievance to the executive director of human resources within three days of receipt of the grievance and shall reply to the grievant stating that the grievance has been referred to the executive director of human resources, who shall then take one of the following actions:</p> <ol style="list-style-type: none"><li>1. Hold a conference with the employee within ten days; or</li><li>2. Refer the grievance within three days to the superintendent, who will hold a conference with the employee within ten days of receipt of the referral.</li></ol>



## SEE OF EXCELLENCE EMPLOYEE COMPLAINT /GRIEVANCE PROCESS

<b>LEVEL ONE</b>	<p>Complaint forms must be filed:</p> <ol style="list-style-type: none"><li>1. Within 15 days of the date the employee first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance; and</li><li>2. With the lowest level administrator who has the authority to remedy the alleged problem.</li></ol> <p>In most circumstances, employees on a school campus shall file Level One Complaints with the campus principal; other District employees shall file Level One complaint with their immediate supervisor.</p> <p>If the only administrator who has authority to remedy the alleged problem is the Superintendent or designee; the complaint may begin at Level Three following the procedure, including deadlines, for filing the Complaint form at Level One.</p> <p>If the complaint is not filed with the appropriate administrator, the receiving administrator must note the date and time the complaint form to the appropriate administrator.</p> <p>The appropriate administrator shall investigate as necessary and hold a conference with the employee within ten days after receipt of the written complaint. The administrator may set reasonable time limits for the conference.</p> <p>The administrator shall provide the employee a written response within ten days following the conference. The written response shall set forth the basis of the decision. In reaching a decision, the administrator may consider information provided at the Level One conference and any other relevant documents or information the administrator believes will help resolve the complaint.</p>
<b>LEVEL TWO</b>	<p>If the employee did not receive the relief requested at Level One or if the time for a response has expired; the employee may request a conference with the appropriate associate/assistant superintendent or with that person's designee, who must be an administrator in a supervisory relationship to the Level One respondent, to appeal the Level One decision.</p> <p>The appeal notice must be filed in writing, on a form provided by the District, within ten days of the date of the written Level One response or, if no response was received, within ten days of the Level One response deadline.</p> <p>After receiving notice of the appeal, the Level One administrator shall prepare and forward a record of the Level One complaint to the Level Two Administrator. The employee may request a copy of the Level One record.</p> <p>The Level One record shall include:</p> <ol style="list-style-type: none"><li>1. The original complaint form and any attachments.</li><li>2. All other documents submitted by the employee at Level One.</li><li>3. The written response issued at Level One and any attachments.</li><li>4. All other documents relied upon by the Level One administrator in reaching the Level One decision.</li></ol>



## SEE OF EXCELLENCE EMPLOYEE COMPLAINT /GRIEVANCE PROCESS

<b>LEVEL TWO (CONT'D)</b>	<p>The Level Two administrator or designee shall hold a conference within ten days after the written request is filed. The conference shall be limited to the issues presented by the employee at Level One and identified in Level Two written request. At the conference the employee may provide information relied upon by the administration for the Level One decision. The Level Two administrator or designee may set reasonable time limits for the conference.</p> <p>The Level Two administrator shall provide the employee a written response within ten days following the conference. The written response shall set forth the basis of the decision.</p>
<b>LEVEL THREE</b>	<p>If the employee did not receive the relief requested at Level Two or if the time for response has expired; the employee may request a conference with the Superintendent or designee to appeal the Level Two decision.</p> <p>The appeal notice must be filed in writing, on a form provided by the District, within ten days of the date of the written Level Two response or, if no response was received, with ten days of the Level Two response deadline. After receiving notice of the appeal, the Level Two administrator shall prepare and forward a record of the Level Two complaint to the Level Three Administrator. The employee may request a copy of the Level Two record.</p> <p>The Level Two record shall include:</p> <ol style="list-style-type: none"><li>1. The Level One record.</li><li>2. The written response issued at Level Two and any attachments.</li><li>3. All other documents relied upon by the Level Two administrator in reaching the Level Two decision.</li></ol> <p>The Level Three administrator shall hold a conference within ten days after the Appeal notice is filed. The conference shall be limited to the issues presented by the employee at Level One and identified in the Level Three appeal notice. At the conference, the employee may provide information concerning any documents or information relied upon by the administration for the Level Two decision. The Level Three administrator may set reasonable time limits for the conference.</p> <p>The Level Three administrator shall provide the employee a written response within ten days following the conference.</p>



## SEE OF EXCELLENCE EMPLOYEE COMPLAINT /GRIEVANCE PROCESS

<b>LEVEL FOUR</b>	<p>If the employee did not receive the relief requested at Level Three or if the time for a response has expired, the employee may appeal the decision to the Board.</p> <p>The appeal notice must be filed in writing, on a form provided by the District, within ten days of the date of the written Level Three response or, if no response was received, within ten days of the Level Three deadline.</p> <p>The Superintendent or designee shall inform the employee of the date, time and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board.</p> <p>The Superintendent or designee shall provide the Board the record of the Level Three complaints. The employee may request a copy of the Level Three record.</p> <p>The Level Three record shall include:</p> <ol style="list-style-type: none"><li>1. The Level One record.</li><li>2. The Level Two record.</li><li>3. The written response issued at Level Three and any attachments.</li><li>4. All other documents relied upon by the administration in reaching the Level Three decision.</li></ol> <p>The District shall determine whether the complaint will be presented in open or Closed meeting in accordance with the Texas Open Meetings Act and other Applicable law. This policy shall be effective as of the adoption date, September 1, 2013.</p>
-------------------	--