

Board Policy

Code No. 401.4

EMPLOYEE COMPLAINTS

Complaints of employees against fellow employees should be discussed directly between employees. If necessary, complaints shall be brought directly to the immediate supervisor, principal or Superintendent and shall be made in a constructive and professional manner. Complaints shall never be made in the presence of other employees, students or outside persons.

Staff must use the chain of command in resolving district complaints. The procedure is as follows:

1. Attempt to resolve the issue first with those closest to the issue and most directly involved.
2. If the complaint cannot be resolved, take the complaint to the immediate supervisor and attempt to resolve the complaint at that level.
3. If all other attempts to resolve the issue have been exhausted at the building level then a complaint may be made to a district administrator. A complaint should not proceed to the district administrator unless all other attempts to resolve the issue have been exhausted at the building level.

The specific procedure for handling all contractual complaints or grievances is outlined in the grievance section of the applicable collective bargaining agreements. Employees not covered under a specific master contract will follow the same procedures.

Legal Reference: Iowa Code §§ 20; 279.8

Cross Reference: 307 Communication Channels

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