

MONTGOMERY AREA SCHOOL DISTRICT

SECTION: PROFESSIONAL EMPLOYEES

TITLE: COMPLAINT POLICY

ADOPTED: February 16, 1981

REVISED:

426. COMPLAINT POLICY	
1. Purpose	It is the policy of the Board to establish reasonable and effective means of resolving difficulties which may arise among employees, to reduce potential areas of grievances and to establish and maintain recognized two-way channels of communication between supervisory personnel and professional employees not otherwise covered by the terms of a collective bargaining agreement.
2. Authority	<p>The Board intends in this complaint policy to expedite the process for all concerned parties. The policy, therefore, has as its goal the following:</p> <ol style="list-style-type: none"> 1. The policy is intended to be used after an attempt has been made to resolve a difficulty on an informal basis between the parties concerned. 2. The policy is to secure proper and equitable solutions to complaints at the lowest possible level, and to facilitate an orderly procedure within which solutions may be pursued. 3. There shall be no reprisals of any kind against any employees or their representatives because of participation in a complaint or support thereof, and under no circumstances will the procedure constitute a reflection on the employment records of the complainant nor shall the complainant or his/her representative conduct reprisals against the Board.
3. Definitions	<p>For purposes of this policy, the terms used herein shall have the following definitions:</p> <p>Complaint - A complaint is any unresolved problem concerning application or interpretation of State laws or regulations; the policies, rules or regulations of the Board; or written administrative procedures.</p>

<p>4. Procedures</p>	<p>A Day - A day is any day for which an employee is contracted to work.</p> <p>Complaints should be discussed in private, informal conferences between the parties involved.</p>
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