

## COMPLAINT PROCEDURE NON-UNION EMPLOYEES

### Section I Defining a Grievance/Complaint

The purpose of this Article is to provide an orderly method for employees to follow in raising a complaint or grievance over a job-connected problem concerning the interpretation, application, or claimed violation of the Employer's established policies.

### Section 2 Steps and Time Limits in Processing a Grievance

If an employee has a grievance/complaint, as defined above, he/she must present it promptly or within ten (10) calendar days after its occurrence to his/her Supervisor, who shall take it up as follows:

Step 1: The Supervisor will discuss with the employee his/her grievance at a time to be fixed by the supervisor that will not interfere with operations. Following such discussion, if the employee finds his/her supervisor's answer unsatisfactory, his/her supervisor will give him/her a Grievance Report form, in triplicate, on which the employee will write out:

1. the facts of his/her grievance or claim;
2. the provision(s) of the Employer's established policies that he/she believes his/her supervisor has misinterpreted, misapplied or violated in his/her case;
3. the adjustment or relief that he/she claims; and
4. date and sign each copy of the Grievance Report form and give them back to his/her Supervisor, who will write his/her answer and return one (1) copy to the employee, keep one (1) copy and forward the third copy to the Director of Human Resources.

Step 2: The grievant who after receiving his/her supervisor's answer at Step 1 and finds the response unsatisfactory, will make an appeal by written notice within seven (7) calendar days to the Director of Human Resources. Upon receipt of the grievant's complaint, the Director of Human Resources will arrange a meeting with the grievant within seven (7) calendar days. The Director of Human Resources will determine if the presence of the Supervisor and other persons involved in the matter is required at the meeting.

Following such meeting, the Director of Human Resources will forward, to the grievant, a written response within seven (7) calendar days.

Step 3: If the grievant finds the Director of Human Resources' answer to be unsatisfactory, he/she will give a written response within seven (7) calendar days to the Superintendent of Schools. The superintendent will set a date for a meeting with the grievant within ten (10) calendar days upon receipt of the grievance. Following the meeting, the Superintendent will forward his/her written decision to the grievant within ten (10) calendar days.

Step 4: Should the grievant deem the response of the Superintendent to be unacceptable, he shall request in writing, within ten (10) calendar days a meeting with the School Committee, which shall be held in compliance with any applicable laws and policies. The School Committee will issue a response within ten (10) calendar days of its meeting.

Nothing contained herein shall alter or supersede the rights accorded to employees under their relevant collective bargaining agreements and applicable grievance procedures.

Should, at any level of the grievance procedure, the employee establish adequate grounds to bypass a step of the procedure and proceed to the next level and those grounds are deemed acceptable to the individual or committee at the subsequent Step, shall be permitted to do so.

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