

Public Complaints about District Personnel (KLD-R)

Principal Packet



Marietta City Schools

March 2018

PUBLIC COMPLAINTS ABOUT DISTRICT PERSONNEL

Marietta Board Policy KLD-R

Step 1: The complainant should contact the involved employee within a reasonable time after the concern becomes evident and at that time attempt to reach a satisfactory resolution of the problem. If the complainant does not wish to meet or converse with the employee or has met or conversed with the employee without reaching a satisfactory resolution, then an informal discussion may be arranged with the principal or supervisor in an attempt to reach a satisfactory resolution of the problem.

Step 2: If the complaint is not resolved in an informal meeting with the employee and/or the principal or supervisor, then the complainant, the employee and the principal or supervisor will have an informal discussion in an attempt to reach a satisfactory resolution of the problem.

Step 3: If a satisfactory solution is not reached at the informal level, the complainant may proceed to this step by submitting a written complaint to the building principal or supervisor **within five days** of the informal meeting. The principal or supervisor will hold such meeting or meetings as he/she feels are necessary to resolve the matter **within 10 days** of receipt of the written complaint and will advise the parties of his/her decision **within 15 days** of receipt of the written complaint. Said decision will be sent to the parties by certified mail, return receipt requested. If a satisfactory resolution of the problem does not result from step 3, either party may appeal to the Superintendent of the District.

Step 4: **Within five days** of the receipt of the principal's decision, an appeal may be filed with the Superintendent's office. A meeting of the complainant, the involved employee, the building principal or supervisor and the Superintendent or his/her designee **must be held within 10** days of the filing of the appeal. The Superintendent may, prior to such meeting, interview all persons or witnesses whom he/she feels may be helpful in resolving the issue. At this meeting the complaint and reasons for appeal will be read. The Superintendent, who will have familiarized himself/herself with the complaint and the appeal, will attempt to arrive at a satisfactory resolution and will issue a final recommendation in writing **within 15 days of the filing of the appeal.** All parties will have the right to be represented by counsel at step 4. If a satisfactory resolution of the problem does not result from step 4, either party may appeal to the Board of the District.

Step 5: All hearings before the Board will be in executive session unless the employee requests and is entitled to a public session pursuant to law. In such hearing a record will not be made. Formal rules of evidence will not be observed. Cross examination may be limited. The Board will weigh the testimony and/or evidence submitted in attempting to sift out the irrelevant and emotional. The Board will decide which action, if any, will be taken as a result of the incident(s) complained about. The Board may from time to time establish rules for the governing of such hearings.

PUBLIC COMPLAINTS ABOUT DISTRICT PERSONNEL TIMELINE

Please provide an accurate accounting of the dates for each Step of the Formal Complaint procedures as outlined in Marietta City Schools Board of Education Policy KDL-R.

Person Completing Form: _____

Location: _____

Step 1: Key Dates for Principal

Informal Meeting: _____ (Stop here if all parties agree to solution)

Formal Complaint Submitted by complainant: _____ (within 5 days of informal meeting)

Administration Investigation of Complaint: Begin: _____ End: _____ (within 10 days of complainant letter)

Decision Made by Principal and sent via Certified Mail: _____ (within 15 days of complainant letter)

Step 2: Key Dates for Superintendent

Appeal of Principal's Decision by Complainant: _____ (within 5 days of principal's decision)

Meeting Held between all Parties Involved: _____ (within 10 days of filed appeal)

Final Recommendation by Superintendent sent via Certified Mail: _____ (within 15 days of filed appeal)

Step 3: Key Dates for Bd. Of Education

Appeal of Decision by Complainant: _____

Meeting/Hearing Held between all Parties Involved: _____

Final Recommendation by Superintendent: _____

All hearings before the Board will be in executive session unless the employee requests and is entitled to a public session pursuant to law. In such hearing a record will not be made. Formal rules of evidence will not be observed. Cross examination may be limited. The Board will weigh the testimony and/or evidence submitted in attempting to sift out the irrelevant and emotional. The Board will decide which action, if any, will be taken as a result of the incident(s) complained about.