

Complaint/Grievance Process

Per District Policy DGBA (LOCAL)

- 1) Informal complaint to immediate supervisor (campus principal or department director). Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level. (Informal resolution is encouraged but shall not extend any deadlines in in regards to policy, except by mutual written consent)

- 2) **Level One:**
 - a. Employee must file by submitting a completed form with the lowest level administrator who has the authority to remedy the alleged problem. In most circumstances, employees on a school campus shall file Level One complaints with the campus principal; other District employees shall file Level One complaints with their immediate supervisor.

 - b. Complaint must be filed within 15 days of the date the employee knew of the decision or action to be grieved

 - c. The appropriate administrator shall investigate and schedule a conference with the employee within ten days after receipt of written complaint

 - d. Absent extenuating circumstances, the administrator will provide the employee with a written response (decision) within 10 days from date of conference.

3) Level Two:

If the employee does not receive the relief requested or if the time for response has expired:

- a. A completed Level One Appeal (Level Two) form must be received by the Human Resources Department within ten days of the written Level One response or deadline for Level One response that was not received

- b. A conference will be scheduled with employee within 10 days of receipt of appeal

- c. Written response to the Level One Appeal (Level Two) will be provided with in ten days of conference

4) Level Three:

If the employee does not receive the relief requested or if the time for response at Level Two has expired it can be appealed to the Board of Trustees:

- a. A completed Level Two Appeal form and required documents must be received within ten days of the written Level Two response or deadline for Level Two response that was not received

- b. The employee will be notified of the date, time and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board.

- c. The District will determine if the complaint is presented in open or closed meeting
- d. Both the employee and the administration will have time allotted to make a presentation and provide rebuttal, as well as, answer questions from the Board.
- e. The Board may give notice of their decision orally or written at any time up to and including the next regularly scheduled Board Meeting.
- f. If no decision is made regarding the complaint by the end of the next regularly scheduled Board meeting, the Board upholds the administrative decision at Level Two.

NOTE:

WFISD Policy DGBA (Local) recommends that an employee try to resolve a complaint (or grievance) at the lowest level possible before submitting a written grievance. This means the employee is asked to meet with their immediate supervisor or administrator with authority to remedy complaint prior to filing a formal grievance. If the complaint is against their immediate supervisor then they should meet with their immediate supervisor's supervisor prior to reaching out to the Human Resource Department.

ADEA/Title IX Coordinator

The District designates and authorizes the following person as the Title IX coordinator to be responsible for coordinating the District's efforts to comply with the Age Discrimination in Employment Act and Title IX of the Education Amendments of 1972, as amended, for employees:

Name: Dayna Hardaway
Position: Director of Human Services
Address: 1104 Broad Street, Wichita Falls, TX 76301
Email: (dhardaway@wfisd.net)
Telephone: (940) 235-1012, ext. 21002

ADA/Section 504 Coordinator

The District designates and authorizes the following person as the ADA/Section 504 coordinator to be responsible for coordinating the District's efforts to comply with Title II of the Americans with Disabilities Act of 1990, as amended, which incorporates and expands upon the requirements of Section 504 of the Rehabilitation Act of 1973, as amended, for employees:

Name: Dayna Hardaway
Position: Director of Human Services
Address: 1104 Broad Street, Wichita Falls, TX 76301
Email: (dhardaway@wfisd.net)
Telephone: (940) 235-1012, ext. 21002