

**CANDIA SCHOOL DISTRICT  
EMPLOYEE COMPLAINTS AND GRIEVANCES**

The Board will establish an orderly, well-defined grievance procedure for the resolution of problems derived from application of the Board policies and district regulations. Grievances will be handled expeditiously in accordance with the procedures approved by the Board.

The machinery set up for the resolution of "grievances" in collective bargaining agreements between the Board and recognized employee organizations will apply only to grievances as defined in the particular agreement.

Adopted: November 2, 2000  
Reviewed: April 6, 2023, June 6, 2024

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EMPLOYEE COMPLAINTS AND GRIEVANCES**

A complaint\* is an assertion by an employee that there has been a violation, misinterpretation, or misapplication of district policies, regulations and procedures, existing laws, or other actions that adversely and directly affect the employee personally and/or his/her work.

It is the intent of this procedure that employee complaints will be identified and corrected at the earliest possible time, and at the lowest level of supervision.

Complaint processing should be viewed as a positive and constructive effort which seeks to establish the facts upon which the complaint is based and come to a fair conclusion. Employees will not be discriminated against nor will retaliation be attempted against an employee because he/she filed a complaint.

Procedures

Complaints will be processed according to the step-by-step procedures outlined below:

1. Working Site Level (Step 1)
  - a. A complaint will be presented orally and informally to the immediate supervisor. If the complaint is not promptly resolved, it will be submitted in writing to their immediate supervisor, **using the Employee Complaint Form.**
  - b. Within five (5) workdays of receiving the complaint, the immediate supervisor will render a decision, in writing, **using the Complaint Response Form,** to the complainant and the person or persons originally involved in the complaint.
2. Site Level (Step 2)
  - a. Within five (5) workdays after receiving the decision at Step 1, the complainant may appeal the decision, in writing, to the appropriate Principal.
  - b. The Principal will, in conjunction with Human Resources, within ten (10) workdays of receipt of the appeal, investigate and render a decision, in writing, to the complainant, the immediate supervisor and to the person or persons originally involved in the complaint.
3. District Level (Step 3)
  - a. Within five (5) workdays after receiving the decision at Step 2, the complainant may appeal the decision, in writing, to the Superintendent or official designee.
  - b. The Superintendent or official designee will, within ten (10) workdays of receipt of the appeal, investigate and render a decision, in writing, to the complainant, the Principal, or immediate supervisor, and to the person or persons originally involved in the complaint. Such decisions will be final.
  - c. The Superintendent, at his or her discretion, may decide if any complaint merits notifying the school board and do so.

\*Note: Other procedures are followed for the processing of grievances as defined in collective bargaining agreements. Such procedures are set forth in agreements with staff units.

Adopted: November 2, 2000

Revised: April 6, 2023