

Article 11 – Complaint Procedures

- A. If a formal complaint is made to an E.S.D. supervisor, regarding a staff member's performance, the complaint shall be reduced to writing and shall be ~~discussed with~~provided to the staff member within five (5) working days after its receipt by the E.S.D. and before meeting with administration to resolve the matter~~unless it is impractical to do so within such time limit because of the absence of the staff member or the immediate supervisor.~~ The meeting and or investigation shall commence as soon as is reasonably possible, usually within five (5) days, but not later than ten (10) days after receipt.
1. The staff member shall be apprised of the full nature of the complaint including the name of the complainant.
 2. The staff member with the assistance of the immediate supervisor will attempt to resolve the matter informally. However, if a meeting between the complainant and the staff member is to be held, the supervisor, upon prior request of the staff member, will, prior to that meeting, meet with the staff member and discuss ways of handling the situation.
 3. The staff member, upon request, shall be advised in writing of the status or resolution of the complaint within ten (10) working days of the discussion referred to in "A" above, but not later than fifteen days after the District received the complaint.
 4. Complaints which are not provided and discussed within the ~~five-day~~ time period outlined above may not be used in evaluations in any disciplinary action.
 5. The staff member has a right to representation at all levels.
- B. The foregoing shall have no application to complaints of such a nature that they could result in institution of suit or action either criminal in nature against the member or civil in nature against the member or the District, however the complaint still shall be provided to the employee in the time frames outlined above.