

**Temecula Valley Charter School
Board Policy**

5000 Personnel

5009.1 Complaints (Employee) Procedure

Board Action: APPROVED

Effective Date: 12-7-2015

The following guidelines shall prescribe the manner in which employee complaints are handled:

1. A "complaint" shall be defined as an alleged misapplication of the school's policies, regulations, rules or procedures. Procedures for the resolution of employee complaints provide a route of appeal through administrative channels and to the Board of Directors, if and when necessary.
2. If a complaint involves sexual harassment, the initial complaint should be made directly to the offending employee's immediate supervisor. An employee is not required to resolve sexual harassment complaints with the offending person.
3. So as not to interfere with school schedules, meetings related to a complaint shall be held before or after the complainant's regular working hours.
4. All matters related to a complaint shall be kept confidential. Only those individuals directly involved in resolving the complaint shall be informed of the complaint.
5. All documents, communications and records dealing with the complaint shall be placed in a school complaint file. No such material shall be placed in an employee's personnel file unless a disposition is rendered and such inclusion of items is required as a part of any disciplinary action.
6. No reprisals shall be taken against any participant in a complaint procedure by reason of such participation.
7. Time limits specified in these procedures may be reduced or extended in any specific instance by written mutual agreement of the parties involved. If specified or adjusted time limits expire, the complaint may proceed to the next step.

If a complaint cannot be resolved to the satisfaction of the complainant informally, he/she may submit a formal written complaint. The written complaint shall include the following:

1. The complainant's name, address and telephone number.
2. The name and work location of the school staff member who committed the alleged violation.
3. A description of the alleged offending act(s) or omission(s).
4. If the act is discriminatory, allege the discriminatory basis.

5. A specific description of the time, place, nature, participants in and witnesses to the alleged violation.
6. Other pertinent information which may assist in investigating and resolving the complaint.
7. The complainant's signature or that of his/her representative.

The Executive Director/Principal shall assign a staff member to assist the complainant with this writing if such help is needed. The Executive Director/Principal shall commence an investigation on the complaint within two working days.

The Executive Director/Principal shall conduct any investigation necessary to respond to the complaint, including discussion with the complainant, person(s) involved, appropriate staff members and students, and review of all other relevant documents. If it is determined any discriminatory or other inappropriate behavior or practices have occurred, the School shall take all remedial measures reasonably designed to immediately end such behavior or practices.