

# Linn Benton Lincoln Education Service District

Code: GBM-AR  
Reviewed: 11/15/16

## Procedure for Resolving Staff Complaints

The following procedure will be followed if an employee's concern does not fall into one of the following classifications:

- An alleged violation of Collective Bargaining Agreement Language.
- An alleged violation of the Classified Employee Handbook.
- An allegation of Sexual Harassment or Hostile Work environment.
- Alleged indicators of illegal behavior.
- Alleged indicators of behavior that endangers the physical welfare of an employee, student, or patron.

Statements of concern must be brought to the attention of the employee's supervisor within 15 days of the incident or action, or the employee's first knowledge of the action that precipitated the concern. Such action is required if the employee believes that the allegation:

1. Interferes with the employee's ability to function effectively in the work place.
2. Would constitute the basis for disciplinary action if the supervisor had committed a similar act.
3. Would, if unresolved, possibly lead to a more serious accusation.
4. Would constitute a relevant internal issue.

**Level 1 Intervention** – The employee will make an appointment with their immediate supervisor and attempt to resolve the issue on an informal basis. The employee and supervisor may have a representative present at the meeting. There is no expectation of a written response as a result of this meeting although the supervisor may choose to issue a written response.

**Level 2 Intervention** – If the employee is not satisfied with the informal meeting described in Level 1, or if the remedy is not carried out, that employee may submit a letter to his/her supervisor clearly defining the nature of the complaint and the issue(s) that remain unresolved after the Level 1 meeting. The letter must be delivered to the administrator in question within 15 working days of the Level 1 meeting or from the first opportunity to demonstrate the remedy. The administrator will meet again with the complaining employee. The administrator may solicit additional information and/or conduct an investigation. The employee will be given a written response within 15 working days of the formal complaint meeting.

**Level 3 Intervention** – If the employee is not satisfied with the written response described in the Level 2, or if the remedy is not carried out, he or she may write a letter to the supervisor of the administrator involved in the Level 1 & 2 response. The letter must be delivered to the supervisor within 10 working days of receiving the Level 2 response or from the first opportunity to demonstrate the remedy. This letter will restate the complaint and outline the reasons why the employee is not satisfied with the Level 2 response. The supervisor will meet with the employee and review the complaint and the process up to that point. The supervisor may solicit additional information and/or conduct an investigation. The supervisor will submit a written response to the employee and the administrator within 15 working days of the Level 3 meeting date. The supervisor's decision, in addition to the letter submitted in Level 2, shall be sent to the LBL Board upon its issuance. The Level 3 decision is final and binding.

If the employee's supervisor is a Program Administrator, the Level 3 appeal will go to the Superintendent or the Superintendent's designee.