

## PUBLIC COMPLAINTS AND GRIEVANCES

The Board of Trustees and administrative officers of Bonneville Joint School District No. 93 understand that listening to valid complaints and suggestions is a fundamental aspect of continuous improvement. To effectively resolve concerns, complaints, and grievances, the following policy and procedures establish an orderly process to pursue solutions for patrons, staff, or students who bring complaints and grievances. These procedures will provide a systematic and orderly process for students, parents, patrons, and employees to seek resolution of their concerns.

Public complaints and suggestions shall be submitted to the appropriate-level staff member or District Administrator. Each complaint or suggestion shall be considered on its merits. Unless otherwise indicated in these policies or otherwise provided for by law, no appeal may be taken from any decision of the Board.

### Guidelines

1. The Public Complaint and Grievance Procedure #4110P should be followed if the complaint rises to the level of a Grievance that alleges that the Board, its employees or agents have violated rights guaranteed by State or Federal constitutions, State or Federal statutes, or Board policy.
  - a. Grievances by certified employees that allege violation or a misinterpretation/misapplication of any provision of the Negotiated Agreement between the Bonneville Education Association and the Bonneville Joint School District No. 93 Board of Trustees will be redressed following the Grievance Procedure specified in the Master Agreement instead of the Public Complaint and Grievance Procedure #4110P.
  - b. For classified employees, neither the rate of pay nor the decision to terminate during the initial 180 days of employment shall be regarded as a proper grievance matter.
2. Individuals with complaints or grievances with a District employee are expected to first seek resolution by discussing the complaint with that employee directly unless the complaint involves allegations of sexual harassment or abuse. Every effort should be made to resolve the matter with the employee before escalating the complaint to his or her supervisor.
  - a. All district employees are expected to respond to and attempt to resolve complaints promptly and equitably. Employees will not take actions to retaliate against individuals who have shared their complaints or grievances.

3. If the individual and the employee cannot resolve the complaint or grievance, the individual may submit their concern or grievance to the employee’s supervisor following the Public Complaint and Grievance Procedure #4110P.
4. The right of a person to prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies.

Use of this grievance procedure is not a prerequisite to the pursuit of other remedies, and use of this grievance procedure does not extend any filing deadline related to the pursuit of other remedies.

**Definitions**

**Grievance** A formal allegation that the Board of Trustees, or one of its employees or contracted agents have violated rights guaranteed by State or Federal constitutions, State or Federal statutes, or Board policy.

**Public Complaint** A concern about a decision, practice policy, or performance of the Board of Trustees or one of its members, schools, employees or contracted agents or the condition of the District’s schools or facilities.

Adopted	01-11-2006	Reviewed		Revised	12-13-2006
					08-10-2011
					04-12-2017

Cross Reference: Section 504 Students #2411  
 Section 504 Hearing #3212  
 Sexual Harassment/Intimidation of Students #3290  
 Hazing, Harassment, Intimidation, Bullying, Cyber Bulling, Menacing #3295  
 Sexual Harassment/Sexual Intimidation in the Workplace #5250  
 Classified Employment and Assignment #5800

Legal Reference: Idaho Code § 33-517 Non-certificated personnel  
 Idaho Code § 33-518 Employee personnel files