

ARTICLE IV COMPLAINT PROCEDURE

A. Any complaints regarding an employee made to any member of the administration by any parent, student, or other person which does or may influence evaluation of a teacher shall be processed according to the procedure outlined below:

B. The principal or immediate supervisor shall meet with the employee to apprise the teacher of the full nature of the complaint, and they shall attempt to resolve the matter informally.

C. The employee shall have the right to be represented by LHEA at the meetings or conferences regarding such complaint.

D. Procedure Step 1 – In the event a complaint is unresolved to the satisfaction of all parties, the employee may request a conference with the complainant to attempt to resolve the complaint. If the complaint is unresolved as a result of such conference or if no mutually acceptable conference can be agreed upon, the complaint shall move to Step 2.

Step 2 – Any complaint unresolved under Step 1, at the request of the employee or the complainant, shall be reviewed by the building principal or counterpart supervisor in an attempt to resolve the matter to the satisfaction of all parties concerned.

Step 3 – Any complaint unresolved at Step 2 may be submitted in writing by the complainant or the employee to the building principal or counterpart supervisor who shall forthwith forward a copy to the Superintendent or his/her designee and the complainant.

Step 4 – Upon receipt of the written complaint, the Superintendent or his/her designee shall confer with all parties. The employee shall have the right to be present at all meetings of the Superintendent or his/her designee and the complainant.

Step 5 – If the Superintendent or his/her designee is unable to resolve a complaint to the satisfaction of all parties concerned, at the request of the complainant or the employee, he shall forward the results of his/her investigation along with his/her recommendation, in writing, to the Board and a copy to all parties concerned.

Step 6 – After receipt of the findings and recommendations of the Superintendent or his/her designee, and before actions thereon, the Board shall afford the parties the opportunity to meet with the Board and show cause why the recommendations of the Superintendent or his/her designee shall not be followed. Copies of the action taken by the Board shall be forwarded to all parties.

Step 7 – Any complaint resolved under Step 6 may be submitted by the employee to the grievance procedure as set forth in Article V of this Agreement and shall commence at Step 3.