

**APPENDIX C**

**Moscow School District 281**

**Procedures for Resolution of Public Complaints**

The term “Major Participants” will refer to the complainant, the employee, and the employee’s immediate supervisor.

**PROCEDURES:**

**STEP 1: Receipt of Complaints.** Upon receipt by a District Board or staff member of an oral complaint from a Complainant against an Employee, such shall be forwarded to the employee’s immediate supervisor who will make an initial determination as to whether or not the subject matter and nature of the complaint is appropriate for utilization of the following procedures. If a determination is made that the following procedures are not appropriate, the matter will be dealt with on a case by case basis in a manner that the Administrative staff believes best serves the interests of the District’s educational program. The response to written complaints will be the initiation of Step 2.

**STEP 2: Notification of Supervisor and Employee.** Written complaints and oral complaints which are deemed appropriate for these procedures shall be forwarded by the Administrative staff to the immediate Supervisor (hereinafter, Supervisor) of the Subject Employee. Within a period not to exceed fourteen (14) calendar days following the Supervisor notification, the Supervisor shall notify the Employee.

**STEP 3: Complainant-Employee Conference.** Within a period not to exceed fourteen (14) calendar days following the date the Employee is notified, the Supervisor shall schedule a conference between the Complainant and the Employee. The Complainant-Employee Conference shall be scheduled for the earliest date, time, and location acceptable to both parties, and shall convene within twenty-eight (28) calendar days following the date the Employee is notified (who will be the only person present) in order for them to discuss the nature of the complaint and to jointly explore potential solutions. Either Complainant or Employee may opt to bypass STEP 3. See STEP 4.

**STEP 4: Complainant-Employee-Supervisor Conference.** Following the Complainant -Employee Conference (STEP 3) or if STEP 3 is bypassed, either party may elect to have a conference between the Complainant, Employee, and Supervisor. Where possible, the Complainant-Employee-Supervisor Conference shall be scheduled by the Supervisor within a period not to exceed fourteen (14) calendar days. The Complainant-Employee-Supervisor Conference shall be scheduled for the earliest date, time, and location acceptable to all parties, and shall convene within twenty-eight (28) calendar days following the date of the Complainant-Employee Conference, or the receipt of a request to skip STEP 3.

Any party may elect to present written statements from others for use at this Conference. If any one of the Major Participants is not satisfied with the results of this conference, such participant may elect to call for a subsequent conference between the Complainant, Employee, and Superintendent. See STEP 5.

**STEP 5: Complainant-Employee-Supervisor-Superintendent Conference.** Following the Complainant-Employee-Supervisor Conference (STEP 4), any of the Major Participants may elect to call a conference between the Complainant, Employee, Supervisor, and Superintendent. This Conference where reasonably possible, shall be scheduled by the Supervisor within a period not to exceed fourteen (14) calendar days following the date of the Complainant-Employee-Supervisor Conference. The Conferences should be scheduled for the earliest date, time, and

location acceptable to all three parties, and when reasonably possible, should convene within twenty-eight (28) calendar days following the date of the Complainant-Employee-Supervisor Conference. Any Major Participant may have others present at this conference. The identities of the others will be set forth by the participant fourteen (14) calendar days prior to the Conference. The Superintendent will report the outcome of the Complainant-Employee-Supervisor-Superintendent Conference to the Board of Trustees no later than the next regularly scheduled Board meeting, in writing or in person, during an executive session.

Any Major Participant not satisfied with the results of this Conference may exercise the Major Participant's available legal options or may petition the Board for an audience in Executive Session, which may or may not be granted by the Board. The materials and information related to the matter, which have been accumulated as a result of the utilization of these procedures, will be made available to the Board upon request if such audience is granted.