

Resolution of Complaints

The Board of Directors recognizes the importance of establishing reasonable and effective means for resolving difficulties which may arise among employees. To reduce potential areas of conflict or difficulties and to establish and maintain recognized two-way channels of communication between supervisory personnel and employees, employees may request a meeting with their supervisor, program manager or department head to address a conflict, dispute or difficulty. Employees who are unable to resolve their dispute, conflict or difficulty through meetings may file a complaint.

The Superintendent is directed to develop procedures to provide for a proper and equitable solution to a complaint at the lowest possible supervisory level and to facilitate an orderly procedure within which solutions may be pursued.

A complaint means a written claim by an employee that alleges a violation of policies or laws that have a direct negative impact on the employee and that are not governed by Policy 5010 or Policy 5011.

Legal References:

*RCW 28A.310.180 – ESD board—Compliance with rules and regulations—Depository and distribution center—Cooperative service programs, joint purchasing programs, and direct student service programs including pupil transportation.
RCW 28A.310.200 – ESD board—Powers and duties—Rules.
RCW 28A.310.220 – ESD board—Delegation of powers and duties to superintendent.
RCW 28A.310.260 – Certificated employees of district—Adverse change in contract status—Notice—Probable cause—Review—Appeal.*

Adoption Date: **4-10-75**

Revised Dates: **1-20-77; 1-23-79; 3-26-91; 9-28-93; 9-26-95; 1-1-17; 11-26-24**

Renumbered: **311 to 5270 1-1-17**