

## **KEB1—Public Concerns and Complaints about Personnel - Procedures**

### **Required Information**

The following information concerning a complaint is required:

- The name(s) of the person(s) making the complaint.
- Whether the person(s) making the complaint represents an individual or a group. If a group is represented, information shall be provided about the nature of the group and the manner in which the group has reviewed and taken a position on the matter.
- Whether the person(s) making the complaint has discussed the problem with the employee in question.
- A summary of the complaint(s) and of the above three (3) items.

### **Processing of Complaint(s)**

Following written summation, the complaint shall be presented to the employee toward whom it is directed, together with a suggested solution, personally and in writing, by the person(s) filing the complaint.

The employee will have a minimum of five (5) working days in which to reply to the complaint at each level that the matter is reviewed.

If the complaint is not resolved between the originator of the complaint and the employee, the complaint shall be reviewed by the Administrator. If resolution of a problem cannot be accomplished at the Administration level, either party may refer the matter to the Board for review.

*Cross Ref.: BBAA - Board Member Authority and Responsibilities  
BEDH - Public Participation at Board Meetings  
CBA - Qualifications and Duties of the Administrator*