

# CHESTER COUNTY INTERMEDIATE UNIT 24

SECTION: EMPLOYEES  
TITLE: COMPLAINT PROCESS  
ADOPTED: JULY 21, 2010  
REVISED: NOVEMBER 18, 2020

## 326. COMPLAINT PROCESS

<u>Policy Section</u>	<u>Policy Description</u>
1. Purpose	The purpose of this Policy is to provide a complaint procedure for those employees who are either not members of collective bargaining units or are members of collective bargaining units but have complaints that cannot be addressed through the collective bargaining agreement. If a specific complaint procedure is provided within any other policy of the District, the specific procedure will be followed with respect to such a complaint. If a specific complaint procedure is not provided, the purpose of this policy is to provide a procedure for general use.
2. Definition	A <b>complaint</b> , for purposes of this Policy, shall mean a claim by an employee based upon an event or condition under which that employee works, which the employee reasonably and in good faith believes is caused by a misinterpretation or inequitable application of Board Policy or administrative decisions not specifically covered by other Board Policies or an applicable collective bargaining agreement which applies to that employee.
3. Delegation of Responsibility	The Executive Director or designee shall establish procedures for handling complaints brought pursuant to this Policy.
4. Guidelines	A complaint should be resolved informally, if possible, at the lowest administrative level, by bringing such complaint to the employee's direct/immediate supervisor. Available to employees, however, are direct avenues of appeal to higher administrative authority.