

A. Personnel Complaints

Grievances relating to the Master Contract of the Monticello Education Association shall follow the procedures of the Master Contract. Other communications, grievances, and complaints from personnel shall first be brought to the attention of the superintendent before being brought before the Board of Directors. An employee or group of employees may at any time appeal a decision of the superintendent to the board.

Personnel desiring to address the board on any matter shall direct their communication to the superintendent and not to the individual members of the board. The employee may request that copies of any written communication to the superintendent be sent to all members.

Complaints against any employee that arise from within the membership of the board, or which come to the attention of the board, except through the superintendent, shall be referred to the superintendent for a decision. In case either the employee or the complainant is not satisfied with the decision of the superintendent, an appeal may be taken to the board. No complaint shall be considered by the board in any other manner.

B. Citizens' Complaints

Whenever a citizen is aggrieved at the action of any employee, such citizen may give information to the employee's immediate supervisor. In the event that the matter is not satisfactorily resolved the appeal process will follow this order:

1. Other supervisory or administration personnel in the line of responsibility.
2. The superintendent
3. The Board of Directors

No appeal will be heard by the Board of Directors and no charges against the employees will be investigated or acted upon by the board unless the complaint has gone through the appropriate chain of command. When a complaint reaches the board level it must be submitted in writing, signed by the party bringing the complaint, and presented to the board through the superintendent.

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