

STEPS

solutions to effective problem solving

1. Contact the staff member/ principal

The most direct route to resolving a concern is to confer directly with the person involved, whether it is a teacher, coach, bus driver, etc. More than 95% of concerns are resolved by a conversation between those involved. If your concerns are not resolved by contacting the person involved you should contact the building administrator/supervisor. Most times this will be the campus principal. The principal is in charge of each campus and is responsible for the school's operation. Explanations of policies and procedures, various clarifications and all types of campus information are available in the principal's office.

2. Level 1 Grievance

If your concerns are not resolved by meeting with your supervisor, building administrator and/or the campus principal, a level 1 grievance may be necessary. Please contact the Director of Student and Staff Services at the central office. You can download a level one grievance form by going to www.emsisd.com and clicking on the "Parents" tab and then clicking on "Grievance" process. **Note: According to Board Policy DGBA Local, a Level 1 grievance must be filed within 15 days that you knew, or with reasonable diligence should have known, of the reason or action giving rise to the complaint.*

3. Level 2 Grievance

If your concerns are not resolved by the level 1 grievance you should contact the Director of Student Services at the central office. This step should be taken only after steps 1 and 2 have not resolved the concern. Paperwork for the Level 2 grievance can be obtained in the Student Services office. The board policy is available by going to www.emsisd.com and clicking on the "Parents" tab and then clicking on "Policy". *Note: According to Board Policy DGBA Local, a level one appeal notice must be filed within 10 days of the response deadline of Level 1.*

4. Level 3 Grievance

A level 3 grievance is the last stage of an appeal after all other avenues have been exhausted. A level 3 grievance will be heard by the school board. The EM-S ISD Board of Trustees serves as an appeal body in resolving disputes. A school board member must disqualify him or herself at the time of the hearing if he or she has been involved prior to the hearing. For this reason, it is important not to involve the board in issues prior to the level three grievance process. Paperwork for the Level 3 grievance can be obtained in the Student Services office. The board policy is available by going to www.emsisd.com and clicking on the "Parents" tab and then clicking on "Policy". *Note: According to Board Policy DGBA Local, a Level 2 appeal notice must be filed within 10 days of the response deadline of Level 2.*

It is our goal to work with parents, students, employees, and community members to resolve concerns quickly and effectively. If you have any questions regarding the grievance process, please contact your campus principal or the Director of Student and Staff Services, Bobby Jester at bjester@ems-isd.net or 817-232-0880.

STEPS: Solutions to Effective Problem Solving

EMPLOYEE COMPLAINT FORM | LEVEL ONE

Any employee filing a complaint must fill out this form completely and submit it to Student and Staff Services, at the central office. All complaints will be processed in accordance with DGBA(LEGAL) and (LOCAL) or any exceptions outlined therein.

NAME: _____

POSITION: _____

CAMPUS/DEPARTMENT: _____

Please state the date of the event or series of events causing the complaint.

Please state your complaint, including the individual harm alleged.

Please state specific facts of which you are aware to support your complaint (list in detail).

Please state the remedy you seek for this complaint.

Employee signature: _____

Date Submitted: _____