



## Process for Employees

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### **1. Contact the Supervisor/Campus 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, employee, 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 your supervisor or 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 One Complaint/Grievance**

If your concerns are not resolved by meeting with your supervisor, building administrator and/or the campus principal, a Level One complaint/grievance may be necessary. You can download a Level One Employee Complaint form by going to [www.emsisd.com](http://www.emsisd.com) and clicking on the "Staff" tab and then clicking on "Complaints/ Grievances." *\*Note: According to Board Policy DGBA Local, a Level One grievance must be filed within 15 days of when you knew, or with reasonable diligence should have known, of the reason or action giving rise to the complaint.*

### **3. Level Two Complaint/Grievance**

If your concerns are not resolved by the Level One complaint/grievance process, you should contact the Director of Compliance and Policy at Central Office. This step should be taken only after steps 1 and 2 have not resolved the concern. Paperwork for the Level Two grievance can be obtained on the EMS website at [www.emsisd.com](http://www.emsisd.com) and clicking on the "Staff" tab and then clicking on "Complaints/Grievances." *Note: According to Board Policy DGBA Local, a Level One appeal notice must be filed within 10 days of the response deadline of Level One.*

### **4. Level Three Complaint/Grievance**

A level Three complaint/grievance is the last stage of an appeal after all other avenues have been exhausted. A Level Three complaint/grievance will be heard by the school board. The EMS 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 complaint/grievance process. Paperwork for the Level Three complaint/grievance can be obtained by going to [www.emsisd.com](http://www.emsisd.com) and clicking on the "Staff" tab and then clicking on "Complaints/Grievances." *Note: According to Board Policy DGBA Local, a Level Two appeal notice must be filed within 10 days of the response deadline of Level Two.*

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 supervisor, email at [Grievance@ems-isd.net](mailto:Grievance@ems-isd.net), or the Director of Compliance and Policy at 817-232-0880.

## Employee Complaint Form Level One

Any employee filing a complaint must fill out this form completely and submit it to [Grievance@ems-isd.net](mailto:Grievance@ems-isd.net), hand deliver, or mail to the Director of Compliance and Policy at 1200 Old Decatur Road, Saginaw, TX 76179 within the time established in board policy DGBA (LOCAL). 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:** \_\_\_\_\_