

resolution through proceeding IPS may consolidate the complaints

All time limits for an employee to file a complaint shall be strictly followed unless modified by mutual written consent. If a complaint form or appeal notice is not timely filed, the complaint may be dismissed upon written notice to the employee, at any point during the complaint process.

Each party shall pay its own costs incurred in the course of the complaint.

Complaints and appeals under this policy shall be submitted in writing on a form provided by IDEA and made available by Human Resources for each grievance level.

Copies of any documents that support the complaint should be attached to the complaint form. If the employee does not have copies of these documents, they may be presented at the Level One conference. After the Level One conference, no new documents may be submitted by the employee unless the employee did not know the documents existed before the Level One conference.

A complaint or appeal form that is incomplete in any material aspect may be dismissed but may be re-filed with all the required information if the re-filing is within the designated time for filing.

General Employee Complaint Process

Formal complaints must be filed

- 1. Within fifteen (15) days of the date the employee first knew or with reasonable diligence should have known of the decision or action giving rise to the complaint; and**
- 2. With the employee's supervisor;**

If the employee's supervisor does not have authority to remedy the alleged problem, IDEA may accelerate the appeal to the appropriate level.

If the complaint is not filed with the appropriate supervisor, the receiving administrator will note the date and time the complaint form was received and immediately forward the complaint form to the appropriate supervisor.

The employee's immediate supervisor or designee will investigate as necessary and schedule a conference with the employee within ten (10) days of receipt of the written complaint. The supervisor or designee may set reasonable time limits for the conference.

Absent extenuating circumstances, or if there is a need to gather additional information, the

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**POLICY GROUP 4- PERSONNEL
EMPLOYEE COMPLAINTS AND GRIEVANCES (G**