

GRIEVANCE PROCESS FLOW CHART

DGBA LOCAL

*Whenever feasible, complaints should be resolved
at the lowest possible administrative level.*

INFORMAL ADMINISTRATIVE CONFERENCE

If unable to resolve...



LEVEL 1

Immediate Supervisor

An employee who has a complaint shall request a meeting with the party designated herein for initial complaint resolution within **30** days of the time the employee first knew or should have known of the event or series of events causing the complaint. The employee bringing the complaint shall submit the complaint in writing. Unless otherwise agreed between the parties, the Level 1 meeting shall be conducted within **ten** days of receipt of written complaint. The Human Resources department shall notify the employee of the date, time, and place of the grievance hearing at which the complaint may be given. The administrator shall respond in writing to the employee within **ten** days from the completion of a grievance hearing. The employee has **ten** days after receiving a response to appeal to the next level. The complaint shall be considered concluded if the employee does not appeal within that time limit. ***If unable to resolve...***



LEVEL 2

Superintendent or Designee

If the outcome of the hearing at Level 1 is not to the employee's satisfaction, or if the administrator does not respond in writing to the employee within **ten** days from the completion of the grievance hearing, the employee may request to meet with the Level 2 party designated to hear appeals from Level 1. The employee has **ten** days after receiving a response at the Level 1 to appeal to Level 2. Unless otherwise agreed among all parties, the Level 2 meeting shall be conducted within **15** days of receipt of the written complaint; in extenuating circumstances, the time period may be extended to **20** days. If this **15-day** period for a Level 2 hearing falls during the summer months when employees involved in the hearing are not on duty, the hearing will be conducted as soon as practical following the return of all parties to duty, or earlier when agreed upon by all parties involved, or when otherwise necessary to comply with DGBA (LEGAL). ***If unable to resolve...***



LEVEL 3

Superintendent/Board

If the outcome of the hearing at Level 2 is not to the employee's satisfaction, or if the superintendent or his designee does not respond in writing to the employee within **ten** days from the completion of the grievance hearing, the employee may request to meet with the Level 3 party designated to hear appeals from Level 2. The employee has **ten** days after receiving a response at Level 2 to appeal to Level 3. The complaint shall be considered concluded if the employee does not appeal within that time limit.