



DGBA (Local)
Grievance
Protocol

2021-2022

Employee Relations



- The Human Resources Department will facilitate and collaborate with employees and supervisors to improve and maintain employer-employee relationships. Our goal is to increase productivity and morale to positively impact student achievement.
- BISD will annually review the Educators' Code of Ethics to establish the employee standards of conduct.

SUGGESTIONS FOR BEST RESULTS

Philosophy: The grievance process is in place to help deal with perceived and real imperfections and to improve situations – which may not only help the individuals involved, but may also be a credit to the school and/or the District as a whole.

Goal of Grievance Norms: To resolve all issues at the lowest level where all parties feel respected and valued.

Here are a few suggestions that may be of help in resolving issues:

- **Document** - If you encounter a problem that requires immediate action or solution, talk with the principal or immediate supervisor as soon as possible. If you are unable to reach him or her or to resolve the problem, write down all pertinent information, including the item, any witnesses, date, time and location. Save all information in case it is needed later.
- **Be Professional** - Present your issue to appropriate person(s) in a business-like manner with the understanding that you are serious and so are they. If resolution is not possible, and the grievance procedure is needed, refer to related local policies DGBA, FNG, or GF for appropriate forms, timelines and procedures.

Options

- Ombudsman (Mediation Request)
- Grievance Process





Ombudsman

An employee or a supervisor may request a mediation to try to resolve a concern.

The principal/administrator's supervisor will coordinate this meeting and serve as the ombudsman. Alternatively, an HR administrator may serve as an ombudsman.

The employee will present his/her concern. Administration will present their side

Participants will explore resolution options

The ombudsman will write a conference summary outlining the mutually agreed resolution.



Type of Issues

Grievances may be filed for any range of problems, including alleged:

- Violation or inequitable application of policies or procedures
- Problems involving wages, hours, evaluations or work conditions
- Discrimination on the basis of race, color, religion, sex, gender, national origin, age, disability or any other basis prohibited by law.
- Sexual harassment

Level I Grievance Protocol

- 4 Participants may include: Grievant and/or Representative, Staff Attorney, and administrator who has the authority to remedy the alleged problem
- The grievant will explain his/her complaint as outlined in the Level I complaint form
- Administrator may ask clarifying questions and may investigate, as needed
- The administrator will provide written response to the grievant within the timelines as outlined in DGBA (Local)



Level II Grievance



- 5 Participants may include: Grievant and/or Representative, Responding Party (administration), Staff Attorney, and administrator who has the authority to remedy the alleged problem
- Pursuant to policy DGBA (LOCAL), the assigned administrator conduct a Level II grievance

Level III Grievance

- Appeal to Board of Trustees
- Participants may include: Grievant and/or Representative, Responding Party (administration), and Staff Attorney
- The meeting will follow the process outlined in policy DGBA (LOCAL)
- The Board will render the final decision in the matter



Courage is what it takes to stand up and speak. Courage is also what it takes to sit and listen.

Winston Churchill

