



Grievance/Complaint Procedure

A Grievance/Complaint may or may not have occurred.

A) The potentially aggrieved member shall meet with his/her **Building Rep** to determine if one did occur.

- 1 One did occur.
 - a Rep sets up a meeting with the administrator in question (this is an informal or **Level I** grievance). **The grievant shall be at every level meeting necessary. There is no exception to this. If the grievant does not feel the grievance is worth the effort of showing up, it will be considered that the grievance is settled at the previous level by the grievant in favor of the administration!**
 1. Administrator agrees and settles grievance, all are satisfied – done.
 2. Administrator does not agree, grievance is moved to Level II. The building rep forwards the grievance with all pertinent information (including a written or email response from the administrator in question) to the **Grievance Officer** who writes up a formal grievance and returns it to the building rep to set up a formal grievance appointment.
- 2 One did not occur – done. [*The Building Representative, however, may forward the issue to the appropriate REA Vice-President for inclusion in the Superintendent’s Advisory Committee (SAC) agenda.*]

B) Since this is **Level II**, depending on the type of grievance, the building-level **REA Vice-President** may be involved.

1. The **Building Rep** sets up a Level II Formal Grievance meeting, and may ask the REA Vice-President to attend.
 - a. Administrator agrees and settles grievance, all are satisfied – done.
 - b. Administrator does not agree, grievance is moved to Level III. The building rep forwards the grievance with all pertinent information (including a written or email response from the administrator in question) to the Grievance Officer who updates the grievance and sends it to the Superintendent’s secretary to set up a Level III grievance appointment.

C) Since this is **Level III**, the **Grievance Officer, Uniserv Representative, and Building-level REA Vice-President** *shall* be in attendance (barring a valid reason, i.e., the Uniserv Rep is bargaining for another district at the time it is set up).

1. Superintendent agrees and settles grievance, all are satisfied – done.
2. Superintendent does not agree, grievance is moved to Level IV. All pertinent information (including a written response from the Superintendent) is taken by the Grievance Officer who updates the grievance and sends it to the Chief Human Relations Officer's secretary to set up a Level IV grievance appointment with the school board's grievance committee.

D) Since this is **Level IV**, the **REA President, the Grievance Officer, Uniserv Representative, and Building-level Vice- President** *shall* attend.

1. The board's grievance committee agrees and settles grievance, all are satisfied – done.
2. The board's grievance committee does not agree, grievance is voted on by the REA grievance committee as to the validity of the grievance to take it to Level V. The REA grievance committee is comprised of all building – level vice-presidents and the president as well as the grievance officer. The grievance officer votes only in the event of a tie.

i. If the REA grievance committee votes to move the grievance to level V (Arbitration), all pertinent information (including a written response from the School Board Grievance Committee) is taken by the Grievance Officer who updates the grievance and sends it to the PSEA attorney's office to set up an arbitration.

ii. If the REA grievance committee declines to take it to level V, the grievant has the right to seek redress in the civil court at his or her own expense. At this point, the REA considers the grievance settled in favor of the administration.

E) Once an arbitration hearing (**Level V**) is scheduled, **everyone** from grievant to president is to be there, **as well as the PSEA attorney**. This is the final step that the REA is capable of taking. If the arbitration is decided for the administration, the grievant has the right to seek redress in the civil court at his or her own expense.