

## **Complaint Protocols**

### **Process for Addressing a Teacher(s) Complaint that Involves an Administrator**

With the understanding that there may be occasions when exceptions are needed, the following process has been mutually agreed to by the Eugene Education Association and the Eugene School District 4J. This process does not replace or limit any rights that a teacher or administrator has under the terms of the District/EEA contract, Board policy or by law\*.

These protocols are intended to meet these interests when processing a teacher(s) complaint that involves an administrator.

- Solve problems at the lowest level using most informal process appropriate for the circumstances.
- When possible, start with a one-to-one meeting.
- The teacher(s) and administrator who are the focus of the concern/issue should stay involved in process.
- There may be times when the teacher believes an administrator has violated District policies or basic responsibilities of an administrator. If the teacher is not comfortable meeting with the administrator directly about the teacher's concern, he/ she may contact the Director who supervises the administrator, the HR Director or EEA.
- There may be times when EEA leadership deems it necessary to contact the administrator in question or the administrator's supervisor.

### **Building Level**

Step 1: The \*\*teacher(s) is encouraged to contact the administrator and meet individually with the administrator to discuss the teacher's complaint and both engage in problem solving. The teacher(s) may bring a colleague to the meeting to listen and support the teacher(s) only as an observer. (In general, District and EEA executive leadership members will not attend step 1 and 2 meetings).

Step 2: Problem solving after the initial meeting may involve additional meetings and may include the teacher(s) having a representative (colleague and/or the building EEA representative). The terms of section 12.9 of the District/EEA contract will be followed.

#### 12.9 CRITICISM OF UNIT MEMBERS:

- 12.9.1 Any criticism by a supervisor, administrator, parent, or School Board member of a unit member and his/her job performance shall be made in confidence to the unit member and not in the presence of students, other unit members, or parents.
- 12.9.2 The Association agrees to urge its membership to apply the same standard to unit member criticism of the Superintendent, District administrators, School Board members, and fellow unit members. The intent of this clause is not to stifle the evaluation process or to hinder the resolution of classroom problems.
- 12.9.3 Bargaining unit members shall be given timely notice of any parent or student complaint about a bargaining unit member's performance before the complaint can be used in the evaluation of a bargaining unit member's performance evaluation or discipline.
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## **District/EEA Level**

Step 1: If resolution isn't achieved at the building level and if the EEA executive leadership intends to be directly involved, then the EEA executive leadership will contact the administrator. The administrator will contact h/h supervisor.

Step 2: Administrator meets with h/h supervisor and the teacher meets with EEA to get a better understanding of the complaint and each develop strategies for resolution.

Step 3: Administrator and/or supervisor contacts EEA executive leadership within ten(10) days to discuss and agree on strategy(ies) for resolution.

Possible strategies to reach resolution may include:

- a. Teacher(s) and administrator talk again
- b. Facilitator meets with teacher(s) and administrator
- c. EEA representative meets with administrator and teacher(s)
- d. Supervisor and EEA representative meet with teacher(s) and administrator

Step 4: Implement strategies.

Step 5: If resolution is not reached, then the administrator/supervisor and/or EEA executive leadership can bring the issue to the Superintendent or his designee to determine if other mutual strategies for resolution are possible.

\* For example, grievance and discipline matters have their own processes. In addition, complaints of harassment and discrimination should be processed as required by Board Policy GBN and Administrative Rule G1160.

\*\* Multiple teachers may meet with the administrator over a common complaint.

JCAC will review the utilization and text of these protocols on an as needed basis.