

Community Relations

Concern Resolution Process

The Crete-Monee School District 201-U Administration is interested in receiving and processing valid concerns of its constituency in an appropriate sequence. Each concern shall be considered on its merits and every effort will be made to resolve issues in a positive and professional manner.

The following steps are recommended when a concern is registered against a person, policy, or procedure. Each step/action taken will depend upon the severity of the concern and may be adjusted accordingly. All concerns will be processed to completion using the following guidelines.

Step One

All concerns should be directed to the individual(s) involved. In an attempt to resolve differences at this level, all parties involved should participate in the process. This may include a personal conference, a telephone conversation, or a written communication.

Step Two

If resolution is not achieved at Step One, a *Concern Resolution Form* will be submitted to the building principal/designee.

The following actions will be taken upon receipt of the *Concern Resolution Form*.

- Any concern or series of concerns that are requested to be placed in a staff member's personnel file or that may result in disciplinary action shall be brought to the attention of the staff member as soon as possible.
- The building administrator will schedule a conference with the concerned party or parties and the staff member involved to review the concern(s). A copy of the *Concern Resolution Form* will be provided for all parties.
- The building principal/designee will conduct an investigation based on the documents submitted and the information discussed at the conference.
- The building administrator will provide a written recommendation for resolution to all parties.

Step Three

If resolution is not achieved at Step 2, the concerned party may appeal the recommendation to the Assistant Superintendent of Human Resources. The building principal will submit all documentation along with the *Concern Resolution Form* indicating prior actions taken.

The following actions will be taken in Step Three.

- The Assistant Superintendent of Human Resources will conduct a hearing involving all parties.
- The Assistant Superintendent of Human Resources will complete a written recommendation within seven days of the hearing completion. All materials reviewed will be considered for placement in a staff member's personnel file.

This procedure shall not be construed to create an independent right to a hearing before the Board. An individual not satisfied after following the outlined procedures may file a grievance under Board policy 2.26 or An individual who is not satisfied after following the channels of authority, may file a grievance under the Board policy 2:260, *Uniform Grievance Procedure*. Neither this policy nor the *Uniform Grievance Procedure* creates an independent right to a hearing before the Board.

CROSS REF.: 2:140 (Communications To and From the Board), 2:230 (Public Participation at Board of Education Meetings and Petitions to the Board), 2:260 (Uniform Grievance Procedure), 3:30 (Chain of Command), 6:260 (Complaints About Curriculum, Instructional Materials and Programs), 8:10 (Connection with the Community)

ADOPTED:

