

ARTICLE XII -- COMPLAINTS

Section 1. Harassment

- A. Employees shall be free from unnecessary, spiteful, or negative criticism or complaints by administrators and/or other persons. Under no conditions shall management representatives express such complaints or criticisms concerning an employee in the presence of other employees, students, or parents, nor shall anonymous complaints be processed.
- B. Employees should not be subjected to harassment, abusive language, upbraiding, insults, or interference by a parent or other persons in the performance of the employee's duties.

Section 2. Processing Complaints

When a complaint about an employee is received and further administrative action is warranted, the following procedures shall be followed:

- A. The immediate supervisor should acknowledge and accept the complaint and inform the complainant that the matter will be looked into.
- B. The immediate supervisor should confer with the employee, inform the employee of the complaint, receive the employee's explanation and, if necessary, request the complainant to come in for a conference with the employee at a time mutually agreed upon by all parties. Immediate supervisors who are unable to establish proof as to the validity of the complaint shall be prohibited from noting any such complaint in the employee's personnel file.
- C. Should the complainant contact a region or district office, and further administrative action is warranted, the employee shall be notified promptly.
- D. The use of tape recorders or other mechanical devices is expressly forbidden.
- E. Whenever possible, 24 hours' notice of any meeting with the work location supervising administrator to discuss a complaint from a non-supervisory person shall be given to the employees.
- F. Disciplinary action initiated or executed against an employee, as a result of conferences referred to in this Article, shall be in accordance with Article XI, Sections 1 through 6 of this Contract.