

The following information is provided to you by NCATA *as a guide* to resolving grievances with your school system. **You** are responsible for learning what is required by your school system and following their grievance procedures.

A grievance is an employee's belief, *right or wrong*, that they have been treated unjustly, a rule or policy has been unjustly administered, or conditions exist which the employee believes are detrimental to the system. A complaint is something an employee does not like. To be a grievance, a policy is perceived to have been violated. Some complaints may be grievances.

It is the employee's responsibility to seek to resolve grievances as quickly as possible.

1. Talk about the problem first at the level at which it occurred to seek resolution at the lowest level.
2. Document the problem. State your perception of the cause of the problem and the results of your attempt to solve it at the lowest level. If it was resolved, give a signed copy of this statement to the other person and request their signature. If the other party refuses, document the date and time of refusal.
3. If the problem is not resolved at the lowest level, then it becomes a formal grievance. The procedures for submitting formal grievances must be strictly followed and the deadline dates and number of days given are non-negotiable. Usually, Saturdays, Sundays, and holidays are not included in the computation of response days. Usually the day the grievance notice is received is not counted but the last day of the period is. This is made clear in your LEA's policy.
4. If the employee fails to meet the time requirements, the grievance proceeding will be terminated unless mitigating circumstances are shown to be satisfactory.

Each school system has specific grievance procedures. Here is a general list of procedural steps:

1. Notify your immediate supervisor of any complaint or grievance within one week of the event or your knowledge of the event. Your supervisor should arrange a time to discuss the issue.
2. If the grievance is not settled to the employee's satisfaction within four days of reporting it to the supervisor, the employee must take the next step in the LEA's procedure. This is usually written documentation or a completed form documenting the grievance which is due within a certain time limit.
3. The employee must be given a written reply to the written complaint within a few days, based on your LEA's procedures. If the employee is not satisfied, they have four to seven days based on each LEA's procedures to submit the concern to the Superintendent or designee.
4. The Superintendent or designee should arrange for a conference to take place within a week. Either or both parties may have in attendance at the conference any witnesses and/or representatives of their choice to assist in resolving the problem. These should not be members of the Board of

Education or its grievance committee. Within five days of the conference, the Superintendent or designee will notify the employee of the decision made.

5. If the employee is not satisfied, they may appeal the decision to the Board of Education's Grievance Committee.
6. The employee may appeal the decision to the full Board of Education if not satisfied with the grievance committee's decision. Their majority vote will be final.

If at any time an employee determines that it is necessary to retain legal services, follow the advice of legal counsel to the letter. Be cautious of conversations concerning the issue with others. Maintain a good attitude, good records, and continue to be a good employee during the process.