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POLICY 3.31

4-C I recommend that the Board adopt the proposed revised Policy 3.31, entitled "Grievance Procedure for Employees."

[Contact: Darron Davis, PX 48953.]

Adoption

CONSENT ITEM

- The Board approved development of this revised Policy at the development reading on May 28, 2010.
- This policy provides revised guidelines for employee grievance procedures.
- Portions of this policy have been removed as they are addressed by other Board Policies.
- This revision also updates statutory references.

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POLICY 3.31

1 2			GRIEVANCE PROCEDURE FOR EMPLOYEES	
3 4 5 6 7 8 9 10	1.	<u>Purpose</u> The purpose of this procedure is to secure, at the lowest administrative level, equitable solutions to claim(s) arising from a violation, misapplication, or misinterpretation of School Board Policies or Administrative Directives, which may include discrimination or harassment prohibited by Policies 3.05 and 3.19 and to establish an orderly succession of procedures wherein these solutions may be pursued. The provisions of this policy do not apply to employees covered by a collective bargaining agreement. No employees, including probationary employees, may use the grievance procedure in any way to appeal:		
11		a.	A suspension or termination of employment:	
12		b.	A non-renewal of a contract and/or a nonreappointment;	
13 14		C.	The professional judgments and conclusions of the supervisor in conducting a performance evaluation; and/or	
15		d.	The procedures and decisions made pursuant to this Policy.	
16		No grievance shall be processed anonymously.		
17	2.	Definitions As used herein, the following terms have these meanings:		
18 19 20 21		a.	A "grievance" is a written complaint which alleges a violation, misinterpretation, or misapplication of School Board Policy or Administrative Directives, including <u>excluding</u> discrimination or harassment prohibited by <u>and</u> <u>addressed in</u> Policies 3.05 and 3.19.	
22 23		b.	The term "employee" includes every employee, instructional or non- instructional, of the School Board of Palm Beach County.	
24 25 26 27 28		C.	The terms "grievant" and "complainant" refer to an employee (or an applicant as defined in subsection(2)(c)) who alleges in writing that he/she has been subjected to a violation, misapplication, or misinterpretation of School Board Policies or Administrative Directives discrimination or harassment as prohibited by Policies 3.05 and 3.19.	
29 30 31 32		d.	"Accused/employee" refers to an employee who is alleged to have subjected another employee to <u>a violation, misapplication, or misinterpretation of School</u> <u>Board Policies or Administrative Directives</u> discrimination or harassment as prohibited by Policies 3.05 and 3.19.	
33		e.	The term "applicant", as used herein, means any person applying for	

- 34 employment with the District, as well as a current District employee who
 35 applies for aother instructional or non-instructional position within the District.
- f. The term "supervisor" means the principal, director, area superintendent,
 Assistant Superintendent, Superintendent of Schools or other department
 administrator who has the direct responsibility of supervising or managing the
 aggrieved employee and who has the authority to take action necessary to
 resolve the grievance. For purposes of this Policy, this term may also include a
 consultant retained by the Board to provide interim management assistance.
- 42 g. The term "superior" as used herein refers to the supervisor of the aggrieved
 43 employee's immediate supervisor.
- h. A "chief officer" is the <u>Chief of Staff</u>, Chief Academic Officer or the Chief
 Operating Officer.
- 46 i. The term "days" in this Policy shall mean work days unless calendar days are
 47 specified.
- 48 3. Procedure for Grievances (Other than Alleged Harassment or Discrimination). --49 The following grievance procedure applies when the grievance is based on an 50 allegation other than discrimination or harassment under Policies 3.05 and 3.19. (If 51 the grievance is based on allegations of discrimination or harassment as prohibited 52 by Policies 3.05 and 3.19, procedures of Section (4) shall apply, instead.) of a 53 violation, misapplication, or misinterpretation of School Board Policies or 54 Administrative Directives. Failure of the grievant to appeal the grievance to the next 55 level within the timeline set forth herein shall be deemed to be acceptance of the decisions rendered at that level. Failure at any step of this procedure to 56 57 communicate the decision on a grievance within the specified timelines shall permit 58 the grievant to appeal to the next level. The timelines specified at each level shall 59 be considered a maximum except when extended in writing by mutual consent.
- 60 a. <u>Level One</u>: Informal Conference
- 61 Within ten (10) work days after the employee first knows or reasonably should 62 have known of the grievable incident, the employee shall initially discuss the matter with the immediate supervisor with the objective of informally resolving 63 64 the matter. The grievant shall inform the supervisor that he/she is availing himself/herself of the grievance process. The supervisor shall summarize the 65 66 conversation in writing within ten (10) work days of the discussion, and that writing must be signed by the employee making the informal complaint or 67 marked as "refused to sign", if appropriate. 68
- 69 b. <u>Level Two</u>: Filing a Written Grievance
- i. Within ten <u>fifteen</u> (10 15) work days after the informal conference

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- 71described in Level One, if no satisfactory disposition is made, the72employee may file a written grievance with the supervisor. The written73grievance shall set forth specifically the event(s) upon which the74grievance is based, citing the Policy and/or Directive alleged to be75violated, the date the alleged infraction took place, and grounds upon76which the grievance is made. The employee must sign and date the77grievance.
- ii. Within ten <u>fifteen</u> (10 <u>15</u>) work days after receiving the written grievance,
 the supervisor shall schedule another meeting with the employee. Within
 ten <u>fifteen</u> (10 <u>15</u>) work days of the second meeting, and after
 investigating the allegations, the supervisor shall issue a written decision
 to the employee.
- 83 c. <u>Level Three</u>: Review by the Supervisor's Superior or Chief Officer
- 84 i. Within ten fifteen (10 15) work days after the supervisor's decision, if the 85 employee is not satisfied with the supervisor's decision or if no decision has been issued, the employee may forward the written grievance and 86 87 the supervisor's decision to the supervisor's superior or to the applicable 88 chief officer. The written grievance shall set forth specifically the event(s) 89 upon which the grievance is based, citing the Policy and/or Directive 90 alleged to be violated, the date the alleged infraction took place, and 91 grounds upon which the grievance is made. The employee must sign and 92 date the grievance. The written grievance shall set forth the event(s) 93 upon which the grievance is based. If the grievance is not forwarded to 94 the superior or chief officer within the designated time, the grievance is 95 considered withdrawn from the grievance process and shall be so noted in the grievance file. 96
- 97ii.Within ten fifteen (10 15) work days after receiving the grievance, the
superior or chief officer will schedule a meeting with the employee. Within
ten fifteen (10 15) work days of that meeting, meeting, and after further
investigating the allegations as appropriate, the superior or chief officer
shall issue a written decision to the employee. A copy shall be provided to
the supervisor.
- 103 d. Level Four: Appeal to the <u>Applicable Chief Officer</u> Superintendent
- 104i.Within ten fifteen (10 15) work days after the superior issues a written105decision, if the employee is not satisfied with the decision (or if no106decision has been issued within ten fifteen (10 15) work days of the107meeting), the employee may appeal the decision, in writing, to the108Applicable Chief Officer Superintendent. If the grievance is not forwarded109to the Applicable Chief Officer Superintendent within the designated time,

- 110the grievance is considered withdrawn from the grievance process and111shall be so noted in the grievance file.
- 112ii.The Applicable Chief Officer Superintendent /designee shall may appoint113an ad hoc grievance review committee. The chair of the committee will be114the highest-ranking District official on the committee. The committee will115consist of:
- 116A. one (1) member from District management, selected by the117Superintendent;
- B. one (1) member selected by the grievant; and
- 119C. a third member selected by agreement of the first two (2) members.120If the third member is not selected by the other committee members121within seven (7) calendar days, the Superintendent/designee shall122appoint a third member to serve on the committee.
- 123 iii. In an effort to resolve the grievance, within ten fifteen (10 15) work days after the committee is designated, the committee shall meet with the 124 125 grievant and the supervisor or superior of the person alleged to have 126 violated, misinterpreted, or misapplied a Policy or Directive. Other 127 persons may be presented as witnesses at the meeting by either the 128 grievant or the supervisor/superior. The committee shall issue a written recommendation within ten fifteen (10 15) work days after the meeting, 129 determining whether any violation has occurred, and if so, an appropriate 130 131 remedy. A copy of the recommendation shall be provided to the grievant, 132 supervisor or superior, the Director of Labor Relations, and the 133 Superintendent.
- iv. The recommendation of the committee shall be forwarded to the
 Superintendent for review. The Superintendent/designee shall review the
 recommendation of the committee and the record of the grievance. If the
 Superintendent/designee finds that a meeting with the grievant would
 assist in the final determination, the Superintendent/ designee may
 schedule a meeting for the purposes of this review. The Superintendent/
 designee's decision is the final and binding decision of the District.
- 4. <u>Reporting and Resolving Allegations of Harassment or Discrimination</u>.-- When the cause for the grievance is an allegation of discrimination or harassment of an employee (or applicant, as defined in subsection (2)(e)), the following procedures shall apply:
- 145a.Level One: Reporting to the Supervisor or EEO Coordinator and Investigation146by the EEO Coordinator/Designee

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- 147 Reporting Discrimination or Harassment.-- Any employee (or applicant as i. defined in subsection (2)(e)) who believes he/she is a victim of 148 149 discrimination or harassment as prohibited by Policies 3.05 and 3.19, may 150 report the incident(s) in writing to the principal or other immediate 151 supervisor, as applicable. Due to the sensitive nature of sexual 152 harassment complaints, or in the event of an allegation of harassment or 153 discrimination by one's supervisor, the complaint may be filed in writing 154 directly with the District's Equal Employment Opportunity Coordinator 155 ("EEO Coordinator"). The EEO Coordinator is located at: 3370 Forest Hill 156 Boulevard, Suite A-115, West Palm Beach, Florida, 33406; Telephone: 157 (561) 434-8637.
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- iii. 164 The principal/designee or other immediate supervisor (as applicable) or 165 EEO Coordinator may assist the individual in putting the complaint in writing: reviewing it with the complainant: and obtaining the complainant's 166 167 signature. The complainant will be requested to provide signed, specific 168 information regarding the alleged discrimination or harassment, the 169 alleged offender(s), witnesses, and other relevant information. All 170 complaints filed with the principal/designee or other supervisor must be 171 reported to the area superintendent (if applicable) and the EEO 172 Coordinator.
- iv. It is the responsibility of the principal, or other supervisor as applicable, to
 forward all harassment or discrimination complaints to the area
 superintendent (if applicable) and EEO Coordinator within two (2) work
 days.
- b. <u>Investigation by EEO Coordinator/Designee.-- The EEO Coordinator/designee</u>
 shall document and begin within two (2) work days to thoroughly investigate all
 complaints of harassment or discrimination, including the following steps:
- i. promptly talk with the complainant. The complainant shall have an opportunity to describe the incident, present any evidence, name witnesses, and put his/her complaint in writing if he/she has not already done so;
- 184 ii. talk with any witnesses or others who may have relevant information; and
- 185 iii. conduct an investigative meeting with the accused/employee, and the

186 accused/employee's representative, if applicable, to discuss the 187 allegations and allow the accused/employee to respond to the allegations. 188 During the investigation, the EEO Coordinator may recommend to the iv. 189 Chief Personnel Officer/designee any action deemed necessary to protect the complainant or other employees, consistent with the requirements of 190 191 applicable laws. 192 When necessary to carry out the investigation or for other good reasons, ν. 193 and consistent with federal and state privacy laws, the EEO Coordinator 194 should discuss the complaint with any of the following persons, as appropriate: 195 196 Α. Superintendent/designee; 197 B. chief officer; 198 C. area superintendent/designee; 199 D. associate superintendents; 200 Ε. Chief of School Police; F. 201 **Chief Personnel Officer;** 202 G. Director of Labor Relations; Η. legal counsel for the Board; 203 204 I. another employee whose knowledge of the persons involved may 205 help determine the truth; the exclusive bargaining representative(s) or their legal counsel, if 206 J. 207 appropriate; and 208 K. the accused/employee. 209 Decision of the EEO Coordinator/Designee.--Upon completion of the C. investigation, the EEO Coordinator/designee shall make a decision, within 210 thirty (30) calendar days of receiving the complaint if possible, about the 211 212 validity of the allegations in the complaint. The EEO Coordinator shall discuss 213 the determination and any recommended corrective action with the 214 principal/designee or other immediate supervisor, as applicable. In reaching a 215 decision about the complaint, the following should be taken into account: 216 i. written statements of witness, the complainant, and accused/employee 217 (or representative thereof); and written or oral advice from District

218		administrators listed above in subparagraphs (4)(b)(v)A-H;
219		ii. the details and consistency of each person's account;
220		iii. evidence of how the complainant reacted to the incident;
221 222 223 224		iv. evidence of past instances of harassment or discrimination by the accused/employee (provided that, if evidence of past harassment/ discrimination is to be considered, the principal/designee must review in their entirety the files regarding those past incidents);
225 226 227 228		v. evidence of past harassment or discrimination complaints that were found to be untrue (provided that, if evidence of past accusations or complaints is to be considered, the principal/designee/supervisor must review in their entirety the files regarding those past incidents); and
229 230		vi. case law, state and federal laws and regulations, and Board Policies prohibiting harassment and discrimination.
231 232	d.	To determine the severity of the harassment or discrimination, factors such as the following may be considered:
233		i. how the misconduct affected an employee's work;
234		ii. the type, frequency, and duration of the misconduct;
235		iii. the number of persons involved;
236		iv. the subject(s) of harassment or discrimination;
237		v. the place and situation where the incident occurred; and
238		vi. other incidents at the site.
239 240 241 242	e.	The recommendations for action(s) to be taken, consistent with any applicable collective-bargaining agreement provisions, to resolve a complaint of harassment or discrimination by an employee may include, but are not limited to, the following:
243		i. no action, if the complaint is unsubstantiated;
244		ii. training requirements for the accused/employee;
245		iii. oral reprimand of the accused/employee;
246		iv. written reprimand of the accused/employee;

247 suspension of the accused/employee; or v. vi. termination of the accused/employee. 248 f. Level Two: Appeal to the Chief Operating Officer/Designee .-- If the 249 complainant or accused/employee wishes to appeal the action taken in 250 251 resolution of the complaint, such appeal shall be filed in accordance either with 252 this Policy or relevant collective bargaining agreement, as applicable. For those employees not in a bargaining unit, the appeal shall be filed in 253 254 accordance with the following procedures: 255 i. If the grievant or accused/employee desires to appeal the EEO Coordinator's decision, it may be appealed in writing to the Chief 256 257 Operating Officer/designee within ten (10) work days after receipt of the decision. 258 259 ii. If the Chief Operating Officer is directly involved with a complaint or with the parties to the complaint complainant or accused/employee, then the 260 261 Chief Academic Officer shall be asked to review the matter. 262 iii. Notice of the appeal shall be given to the opposite party within two (2) work days of receipt of appeal. 263 264 The Chief Operating Officer/designee shall review the written complaint. iv. the accused/employee's response to the complaint, and all 265 documentation pertaining to the alleged sexual harassment or 266 discrimination, including the EEO Coordinator's decision. 267 268 The Chief Operating Officer/designee, in his/her discretion, may request V. 269 additional information. The Chief Operating Officer/designee shall issue a written decision to the parties within twenty (20) calendar days of request 270 271 of the appeal. 272 Level Three: Appeal to the Superintendent .-- Within ten (10) work days after g. 273 the Chief Operating Officer/designee issues a written decision, if a party is not 274 satisfied with the decision (or if no decision has been issued within ten (10) 275 work days of the meeting), the party may appeal the decision in writing to the Superintendent. If the grievance is not forwarded to the Superintendent within 276 277 the designated time, the grievance is considered withdrawn from the grievance process and shall be so noted in the grievance file. 278 279 i. Notice of the appeal shall be given to the opposite party within two (2) 280 work days of receipt of appeal. 281 ii. The Superintendent/designee shall appoint an ad hoc grievance review 282 committee as specified in paragraph (3)(d)(ii), above.

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- 283 In an effort to resolve the grievance, within ten (10) work days after Α. 284 the committee is designated, the committee shall meet with the 285 appealing party and, if deemed appropriate, may also meet with the 286 opposite party. Other persons may be presented as witnesses at the 287 meeting by either the appealing party or the opposite party. 288 The committee shall issue a written recommendation within ten (10) B. 289 work days after the meeting, determining whether any violation has 290 occurred, and if so, recommending an appropriate remedy. A copy of
- 291292supervisor and the Director of Labor Relations (if appropriate), and
the Superintendent.
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 iii. The Superintendent/designee shall review the recommendation of the grievance review committee and the record of the grievance. If the Superintendent/designee finds that a meeting with the grievant and/or accused/employee would assist in the final determination, the Superintendent/ designee may recommend scheduling a meeting for the purposes of this review. The Superintendent/designee's decision is the final and binding decision of the District.
- 301h.If the complainant is not satisfied with the results of the procedures contained302in this Section, he/or she may utilize other means for resolution as provided by303law, including seeking recourse through the federal Office for Civil Rights304("OCR") or Equal Employment Opportunity Commission ("EEOC").
- 305 5. Rights of Employees (and Applicants as Defined in Subsection (2)(e))
- 306 During any of the grievance levels, the employee (or applicant as defined in a. 307 subsection(2)(e)) represented bv а person may be of the 308 employee's/applicant's choice once the grievance is filed with the supervisor. 309 For grievances governed by Section (3) that are filed by employees/applicants 310 who choose to be represented by legal counsel, the process will begin at the 311 chief officer phase of Level 3 under subsection (3)(c) of the grievance process.
- 312b.No retaliation or reprisals of any kindshall be taken by any member of the
administration or other employee against the employee, representative, or any
other participant in the grievance procedure by reason of such participation.
- 315 6. <u>General Provisions</u>
- 316a.Grievance report forms for filing a grievance (PBSC 0114) shall be available in
the Department of Labor Relations on the School Board website. Employees
are to be notified of the procedures in this Policy through the Policy's
distribution to schools and departments and its posting on the School Board
Policies website.316320

- b. Failure of the employee to advance the grievance through the procedure
 within the time lines designated will result in immediate dismissal of the
 grievance.
- 324c.If a preliminary investigation is begun regarding a complaint, the written325complaint and documents relating to the investigation are confidential,326pursuant to Fla. Stat. §§ 119.07(3)(p) & (u), 231.291(3)(a)1 1012.33, and327231.262(1)(a) 1012.796, until the investigation is either concluded or ceases to328be active.
- 329 d. All records pertaining to a grievance may be filed in a separate grievance file and may not be kept in the official "personnel file" of the employee/applicant, 330 331 but this grievance file will be treated as provided by Fla. Stat. §§ 119.07 and 332 231.291(4) 1012.31. All decisions of management are to be forwarded to the 333 labor relations department, which may shall be designated as the custodian of 334 those records for grievances involving a bargaining unit member. The 335 grievance file is subject to disclosure pursuant to the Public Records law and 336 Fla. Stat. § 231.291(4) 1012.31.
- e. If a grievance is filed under the grievance procedure in a collective bargaining
 agreement, the employee may shall not pursue the grievance under this
 procedure.
- 340f.The filing of a grievance shall not interfere with the right of the School Board to
carry out its responsibilities, subject to the final decision on a grievance.
- 342 7. <u>Superintendent, Chief Counsel, and District Auditor</u>
- 343a.When the Grievant is a Direct Board Report.-- Employees who report directly344to the Board (Superintendent, Chief Counsel, and District Auditor) shall file any345grievance in writing with the Board Chair. The Chair should request346appropriate District personnel to begin the investigation/ resolution process set347forth in Section (3) or (4) above, as applicable.
- 348 When the Grievant is an Employee in the Office of a Direct Board Report.-b. Employees of the Office of Superintendent, Office of District Auditor, and 349 Office of Chief Counsel should file any initial grievance with their direct 350 351 supervisor (or the EEO Coordinator, if the allegation is based on harassment 352 or discrimination) pursuant to Section (3) or (4) above (unless the grievance is 353 against a direct Board report, in which case subsection (c) below shall apply). 354 If the grievance is not resolved at this level, the grievance may be appealed as 355 set forth under Section (3) or (4) above, as applicable.
- c. <u>When the Accused is a Direct Board Report</u>.-- When a direct Board report (the
 Superintendent, Chief Counsel, or District Auditor) is the accused, the grievant
 shall file the complaint in writing with the Board Chair, who shall take prompt

- 359 action as specified below:
- 360 i. First, the Chair shall notify the accused of the complaint.
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 ii. Second, the Chair shall notify the Board of the complaint. The Board shall determine if the complaint appears to merit formal investigation.
- iii. If the Board deems the complaint to merit formal investigation, the Board shall set the parameters for the investigation. The investigation should seek the accused/employee's response as well as the statements of the grievant and witnesses.
- iv. If a preliminary investigation is begun, the written complaint and documents relating to the investigation are confidential, pursuant to Fla. Stat. §§ 119.07(3)(p) & (u), $\frac{231.291(3)(a)1}{1012.31}$, and $\frac{231.262(1)(a)}{1012.796}$, until the investigation is either concluded or ceases to be active.
- v. To conduct the investigation, the Board may consider:
- 373A.retaining outside special counsel (which should be an attorney or law374firm that is not currently retained by the Board and has not handled375any matters for or against the Board within the past five years);
- B. requesting the personnel-investigation department of another Florida
 school district to conduct the inquiry;
- 378 C. contracting with the DOE Office of Inspector General; or
- 379D.if applicable, referring the matter to the State Attorney's Office, the
Commission on Ethics, or other applicable state agency.
- vi. The Board and the employee should receive the final investigative reportat the same time.
- vii. Upon receiving the report, the Board shall determine whether any action
 is required. The accused/employee and/or the employee's representative
 shall have a right to address the Board at the meeting where the decision
 will be made.
- viii. Consistent with the employment contract, if informal action such as a
 reprimand is deemed necessary, such action may be reflected in the
 employee's evaluation and personnel file. In accordance with the
 employment contract, if formal action such as demotion, suspension, or
 termination is deemed necessary, the employee shall receive appropriate
 notice and opportunity for a hearing under Fla. Stat. §§ 120.569 and

393 120.57, and the Board's final order may be appealable pursuant to Fla.
394 Stat. § 120.68.

395 STATUTORY AUTHORITY: Fla. Stat. §§ 230.22(2); 230.23(22); 230.23005(11);
 396 231.001 1001.41; 1001.42; 1001.43; 10012.23

397 LAWS IMPLEMENTED: Fla. Stat. §§ 119.07(3)(p) & (u); 228.2001; 230.22(1); 231.001;

- 398 231.291; 231.262(1) 1001.41; 1012.23; 1012.31; 1012.796
- 399 HISTORY: 3/11/87; 9/22/99; 11/11/02; __/__2010

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Legal Signoff:

The Legal Department has reviewed proposed Policy 3.31 and finds it legally sufficient for adoption by the Board.

Attorney

Date