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ARTICLE XX
CITIZEN COMPLAINTS

A. A complaint is defined as a written and signed statement by a citizen and/or parent alleging an inappropriate action by a unit member.

B. Citizen and/or parent complaints against unit members shall be processed as follows:

1. The immediate supervisor shall notify the involved unit member of any citizen complaint within five (5) service days of its receipt. Such complaint shall be forwarded to the unit member by the immediate supervisor and shall identify the name of the complainant and the nature of the complaint.

2. The immediate supervisor shall investigate the complaint within ten (10) service days, providing both parties every opportunity for explanation, comment and presentation of facts as a basis for assessment and possible resolution, including dismissal of the complaint if deemed to be untrue. The unit member may request that the complainant be present at a meeting during this investigation period. Attendance at the meeting by the complainant shall be by the complainant's own choice.

3. The complainant or the involved unit member may request review of the immediate supervisor's assessment and possible resolution of the complaint by the Superintendent. The Superintendent may respond based on a review of the existing record or, at his/her discretion, request additional evidence. Such additional evidence may include scheduling a meeting with the complainant and/or the involved unit member and Association representative for the purpose of obtaining supplemental facts and clarifying issues. The Board at its discretion may elect to review the complaint.

4. Complaints found to be true may be used as a basis for disciplinary action.

5. Complaints which are withdrawn, found to be false, or are not sustained by the grievance procedure (if grieved) shall neither be placed in the unit member's personnel file nor utilized in any evaluation or disciplinary action against the unit member.