

## **Lewis Center for Educational Research**

### **AR 1312.1: COMMUNITY RELATIONS COMPLAINTS CONCERNING LEWIS CENTER PERSONNEL**

**Adopted: June 5, 2003**

**Revised: September 12, 2022**

In order to promote communication that is fair and constructive, the following procedures for resolving complaints are provided for all employees or other third parties to seek resolution of complaints. This policy is intended to supplement the open door policy that all employees and others have free access to administrators or supervisors or to informally express their work-related concerns or if resolution is not obtained, to formally address such matters. Every effort should be made to resolve a complaint at the earliest possible stage.

Complainants or witnesses participating in the complaint process will be advised that retaliation by any person as a result of participation in the complaint process will not be tolerated. Employees have the right to make good-faith complaints without retaliation.

1. Complaints concerning Lewis Center for Educational Research (LCER) personnel shall be made directly by the complainant to the person against whom the complaint is lodged unless circumstances prevent such interaction. If the complaint is not resolved at this level, the complainant may submit the complaint in writing via the LCER Complaint Form to the appropriate administrator/supervisor.
2. All written complaints regarding LCER personnel shall be initially filed with the complainant's administrator/supervisor. If the complaint regards an immediate supervisor, then the written complaint shall be filed with the appropriate administrator who oversees the immediate supervisor and/or Human Resources (HR). If the written complaint concerns the President/CEO, it shall be initially filed with the Board.
3. Any individual wishing to file a written complaint with an administrator may do so as soon as possible after the event(s) that gives rise to the work-related concerns. The written complaint should set forth in detail the basis for the complaint. A complaint form may be provided to the complainant to assist in the filing of the complaint. When necessary, administrative support staff shall assist in the preparation of the written complaint so as to meet the requirement of this regulation. The administrative staff shall inform the complainant that such assistance is available if he/she is unable to prepare the written complaint without help.

A written complaint must include the name of each employee involved and a brief but specific summary of the complaint and the facts surrounding it. It must also include a specific description of a prior attempt to discuss the complaint with the employee involved and the failure to resolve the matter.

The appropriate administrator/supervisor is responsible for investigating complaints and will attempt to resolve the complaint to the satisfaction of the person(s) involved. After the investigation has been finalized, the administrator/supervisor will so advise, in writing, the findings to the CEO and HR. The administrator's findings of the complaint shall contain a copy of the signed original complaint and a brief but specific summary of the complaint to include but not limited to factual background, the investigatory process, allegations and summary of findings and recommended action taken.

4. The President/CEO may confirm the administrator's decision, request further review by administration, or open an additional investigation. After the President/CEO reviews the investigation findings, the administrator will forward the findings to the necessary parties to include the complainant. The decision of the President/CEO shall be final.