



# Employee Grievances and Complaints

## Introduction

The Texas Constitution (Article I, Sec. 27) and Texas Government Code (§617.005) require government entities to provide employees with an opportunity to have their complaints and concerns heard by those in positions of authority. In school districts, administrators and school boards are the persons with authority to hear those grievances.

## Grievance Defined

A grievance is a complaint (expression of dissatisfaction) concerning an employee's wages, hours of employment, or conditions of work (Tex.Gov't Code §617.005). This definition has been construed broadly by the Attorney General to include the following:

- Evaluations, Salary disputes, Grading policies, Sick leave
- Any other matter which is appropriate for communications from employees to their employer concerning an aspect of the relationship.

## Procedures

There are no procedures specified by statute for employee grievances. Procedures are specified in district policies and must allow employees to present a grievance to someone in authority and must permit an employee to make an audio recording of any meeting or proceeding related to the grievance. State law guarantees a complaining employee the right to be represented at any level of the grievance by a representative, including an attorney, who does not claim the right to strike. District policies usually specify a three-part process designed to resolve complaints quickly at the lowest possible level. The following are levels typically outlined in local policy:

**Level One**—Conference with immediate supervisor or campus principal

**Level Two**—Opportunity to appeal to the superintendent or designee

**Level Three**—Opportunity to appeal to the board of trustees

## Forms

Related forms are available on the district website at <http://www.lancasterisd.org/sections/staff/>