

## PERSONNEL

File: GBLA-R

### THIRD PARTY COMPLAINTS AGAINST EMPLOYEES

1. Any complaints filed by a parent, student or any resident of Charlottesville City against any employee of Charlottesville City Schools shall be filed with the Superintendent or designee on the prescribed forms ([File GBLA-F](#)) unless approved by the Superintendent or designee. Complaints should be filed within 30 days of the event leading to the complaint. The form is located on the Charlottesville City Schools website with the Human Resources forms and in the Human Resources Administrator Handbook.
2. Persons making verbal complaints shall be provided with the form and information regarding the process for submitting the complaint.
3. When a completed form is received, the Superintendent or designee shall assign the investigation of the complaint to an administrator. Whenever possible, the complaint should be resolved at the school level.
4. If the event may constitute a child abuse or neglect complaint, the procedures for contacting the Department of Social Services will be followed and no school –based investigation shall occur until the DSS investigation has been completed.
5. The Superintendent or his/her designee shall hold a conference with the employee to consider all sides of the issue.
6. Following the conference, a specific memorandum shall be given to the employee indicating the nature of the complaint and any specific action or investigation to be taken.
7. The administrator shall complete the investigation or additional interviews and provide a copy of the findings to the Superintendent or designee and the person making the complaint. No proposed personnel actions shall be shared with the person making the complaint.
8. The employee who was being investigated will receive a copy of the results of the investigation with any consequences or feedback. The employee shall acknowledge receipt of the memorandum by signing a statement on the copy to be filed, indicating the memorandum was received.
9. In instances where the employee does not agree with the facts stated in the memorandum or the action taken, he or she shall be allowed to respond in writing and have the response filed with the memorandum.
10. If, after investigation by the designated individual, the complaint is deemed unsubstantiated, the memorandum shall be destroyed. If the complaint is substantiated, the memorandum shall be placed in the employee's personnel file
11. The investigation should be completed within 60 days following the receipt of the complaint.

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Legal Reference: Code of Virginia, 1950, as amended, sections 2.2-3800 et.seq., 22.1-70, 22.1-78, 22.1-295.1, 63.2-1516.1

Cross References: GB Equal Employment Opportunity/Nondiscrimination  
GBA/JFHA Sexual Harassment/Harassment Based on Race,  
National Origin, Disability and Religion  
JB Equal Educational Opportunities/Nondiscrimination  
JHG Child Abuse and Neglect Reporting