



North East ISD
Human Resources Department
Employee Complaint / Grievances

Frequently Asked Questions

What is informal resolution?

A process used to resolve an issue before filing a formal grievance. The District encourages resolution of complaints at the lowest possible administrative level. Prior to the time the employee files a grievance, the parties are encouraged to attempt to resolve the issues informally.

What is formal resolution?

Formal steps taken to file a grievance according to DGBA Local policy, which provides employees an orderly process for the prompt and equitable resolution of grievances when a concern has not been resolved informally.

Where can I locate grievance policies and forms?

Grievance policies and forms are available at www.neisd.net. Click on Human Resources and then click on Grievances under Related Information for employees.

What is the timeline for filing a grievance?

Grievances must be filed within 15 business days of the time the grievant knew or should have known of the event or series of events about which the employee is complaining.

Can a grievant be represented by an attorney?

An employee (or group of employees) may be represented at any level by an attorney or any other person or organization that does not claim the right to strike.

Can a district be represented by an attorney?

A school district may involve attorneys either to offer advice about handling grievances or to appear at grievance hearings.

Who pays for legal fees for attorney representation?

Each party to a grievance is responsible for paying its own costs.

What are the levels of the grievance process?

Level One – Formal complaint filed in writing to principal or immediate supervisor.

Level Two – If no resolution at Level One, employee may appeal directly to the Superintendent or Superintendent's designee.

Level Three – If no resolution at Level Two, employee may appeal directly to the Board of Trustees.

Who can I contact for additional information about employee complaints and grievances?

Melissa Gonzales-Graves - Hearing Officer ~ Ph: 210-407-0480 Email: mgonza37@neisd.net

Michael Wiley - Employee Relations Officer ~ Ph: 210-407-0481 Email: mwiley1@neisd.net

Jennifer Witcher - Admin Assistant II ~ Ph: 210-407-0482 Email: jwitch@neisd.net