



## **ENVIRONMENTAL & HEALTH COMPLAINTS PROCEDURE (SAF-P003)**

Clarksville-Montgomery County School System

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### **1.0 SCOPE:**

- 1.1 This procedure outlines the process for reporting Environmental or Health Complaints within the Clarksville-Montgomery County School System.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

### **2.0 RESPONSIBILITY:**

- 2.1 Safety and Health Director

### **3.0 APPROVAL AUTHORITY:**

- 3.1 Chief Human Resources Officer

### **4.0 DEFINITIONS:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

- 4.1 CMCSS: Clarksville-Montgomery County School System
- 4.2 TOSHA: Tennessee Occupational Safety & Health Administration

### **5.0 PROCEDURE:**

- 5.1 A potential concern is reported to the designated Department Head/Principal.
- 5.2 The Department Head/Principal attempts to remedy the problem.
- 5.3 If the Department Head/Principal cannot remedy the problem, the employee has the right to submit the problem in writing to the Safety and Health Director.
- 5.4 The Safety and Health Director investigates the concern.
- 5.5 The Safety and Health Director responds to the complainant and the Department Head/Principal in writing within 10 business days with a potential solution / information relating to the concern.
  - 5.5.1 Employee is informed of their right to appeal to TOSHA if they are not satisfied at the time of response.
- 5.6 CMCSS staff attempts to remedy the problem as per the recommended solution of the Safety and Health Director.
- 5.7 Employee, if still not satisfied, submits appeal to TOSHA.
- 5.8 Appeal is filed by employee and investigated by TOSHA.
  - 5.8.1 Procedure ends if TOSHA finds no problem.
- 5.9 If TOSHA deems there is a problem, CMCSS remedies the problem per instructions of TOSHA.



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### 6.0 ASSOCIATED DOCUMENTS:

- 6.1 TOSHA Regulations <http://www.state.tn.us/labor-wfd/tosha.html>

### 7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Written Complaints and related documents	Safety and Health Department	20 years	Shred	Secured Building

### 8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev:</u>	<u>Description of Revision:</u>
1/28/03		
2/19/03	A	Change OSHA to TOSHA and add to Associated Documents
8/27/03	B	Change Building Administrator to Department Head/Principal, add "related documents" to retention table, update flowchart
2/24/05	C	Change responsibility and authority, add definition, replace Safety Officer with Safety Coordinator throughout procedure, update flowchart
6/11/09	D	Update employee titles, add 4.2, clarify 5.5 & 5.8, add website address to 6.0, revise flowchart
4/6/11	E	Change storage location from Safety Department to Risk Management/Safety Department in Record Retention Table.
12/13/16		Updated department name, logo and flowchart.

### 9.0 FLOWCHART:

- 9.1 A flowchart detailing this process can be found in "Exhibit A" of this procedure.

**\*\*\* End of procedure \*\*\***

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