

Policy No: 1005.01 R1

Adopted:

Revised:

## **PUBLIC COMPLAINTS PROCEDURE**

Good communication helps to resolve many misunderstandings and disagreements. The board encourages patrons and school staff to discuss their concerns with appropriate school personnel in an effort to resolve problems. When such efforts do not resolve matters satisfactorily, a complainant should follow the procedures set forth below.

1. The first step is for the complainant to speak directly to the person with whom he or she is dissatisfied, or to who is responsible for the practice or regulation with which he or she is dissatisfied. For example, a parent who is unhappy with a classroom teacher should initially discuss the matter with the teacher.
2. The second step is for the complainant to speak to the building principal, superintendent of schools, or president of the board, as set forth below:
  - a) Complaints about the operation, decisions, or personnel within a building should be submitted to the principal.
  - b) Complaints about the operation of the school district or a building principal should be submitted to the superintendent of schools.
  - c) Complaints about the superintendent of schools should be submitted to the president of the board of education.
3. When a complainant submits a complaint to an administrator, the administrator will:
  - a) Encourage the complainant to reduce his or her concerns in writing.
  - b) Determine whether the complainant has discussed the matter with the staff member involved.
    - 1) If the complainant has not, the administrator will urge the complainant to discuss the matter directly with that staff member.
    - 2) If the complainant refuses to discuss the matter with the staff member, the administrator shall, in his or her sole discretion, determine whether the complaint should be pursued further.
  - c) Interview the complainant to determine:
    - 1) All relevant details of the complaint;
    - 2) All witnesses and documents which the complainant believes support the complaint;
    - 3) The action or solution which the complainant seeks.
  - d) Respond to the complainant.
4. A complainant who is not satisfied with the building principal's decision regarding a complaint may appeal the decision to the superintendent.
  - a) This appeal is encouraged to be in writing.
  - b) The superintendent will investigate as he or she deems appropriate.
  - c) Upon completion of the investigation, the superintendent will inform the complainant in writing of his or her decision.
5. A complainant who is not satisfied with the superintendent's decision regarding a complaint may appeal the decision to the board.
  - a) The appeal must be in writing.
  - b) The board may, but is not required to, receive statements from interested parties and witnesses relevant to the complaint appeal.
  - c) The board will notify the complainant in writing of its decision.

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6. When a formal complaint about the superintendent of schools has been filed with the president of the board, the president shall:
  - a) Encourage the complainant to reduce his or her concerns in writing.
  - b) Determine whether the complainant has discussed the matter with the superintendent.
    - 1) If the complainant has not, the board president will urge the complainant to discuss the matter directly with the superintendent.
    - 2) If the complainant refuses to discuss the matter with the superintendent, the board president shall, in his or her sole discretion, determine whether the complaint should be pursued further.
  - c) Determine, in his or her sole discretion, whether to refer the matter to the board of education for consideration at a regular or special meeting.

Cross Reference:      Public Participation at Board Meetings  
                             Public Complaints about Employees  
                             Objection to Instructional Materials  
                             Public Complaints