

Public Concerns and Complaints

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively is welcomed by the Board of Education.

Public complaints made pursuant to this policy may involve personnel or district operations. Such complaints shall be processed in accordance with this policy's accompanying regulation. Public complaints concerning unlawful discrimination, instructional resources or teaching methods shall be processed according to applicable Board policy, as listed in this policy's cross references.

This policy and accompanying regulation shall not apply to parent/guardian concerns or complaints filed on behalf of a student or concerning a student. If a parent/guardian files a complaint, the district shall follow applicable district policies in responding to the complaint, as listed in this policy's cross references.

The Board relies on district staff to resolve concerns raised by the public and believes that complaints are best handled and resolved as close to their origin as possible. Therefore, whenever a complaint is made directly to the Board or an individual Board member, it shall be referred to the superintendent, who shall process the complaint in accordance with this policy's accompanying regulation.

Adopted: March 9, 1993

Revised: April 23, 2014

Revised: September 28, 2016

Revised and recoded by the Board: July 17, 2019

CROSS REFS.:

Board policies:

EL-9, Treatment of Students, Parents and Community

GP-9, Board Member Code of Conduct

Administrative policies:

AC, Nondiscrimination/Equal Opportunity

IKE, Ensuring All Students Meet Standards (Promotion, Retention and Acceleration of Students)

JII, Student Concerns, Complaints and Grievances

JKD/JKE, Suspension/Expulsion of Students (and Other Disciplinary Interventions)

JRA/JRC, Student Records/Release of Information on Students

KEC, Public Concerns/Complaints about Instructional Resources

KEF*, Public Concerns/ Complaints about Teaching Methods, Activities or Presentations

Public Concerns and Complaints

In accordance with this regulation's accompanying policy, this regulation contains the procedures to follow when a member of the public files a formal complaint against the district.

Any member of the public may file a formal complaint within the same school year that the incident or concern that is the subject of the complaint occurred. Any complaint filed outside of this timeline shall not be considered.

If the public complaint does not involve personnel and the most direct staff member involved is the superintendent, the person may request to start at Step 3 of the following process.

The public complaint process shall be as follows:

- Step 1. Generally, the first step is to discuss the complaint or concern with the district employee responsible for the event or action that forms the basis for the complaint.
- Step 2. If the complaint is not resolved at Step 1, the person may initiate a formal complaint that shall be written, dated and signed. The person may then request review of the formal complaint by submitting it to the district employee having direct administrative or supervisory responsibility over the work of the employee involved in the complaint. Such complaint shall be filed within 20 working days of discussing the complaint pursuant to Step 1. If the supervisor or administrator determines that the complaint cannot be resolved informally, the supervisor or administrator shall render a written decision within 10 working days of receipt of the complaint.
- Step 3. If the complaint is not resolved at Step 2, the person may request review of the formal complaint by submitting it to the superintendent within 10 working days of receipt of the decision in Step 2. If the superintendent or superintendent's designee determines that the complaint needs further response, the superintendent shall render a written decision within 10 working days of receipt of the complaint and any written decision from Step 2.
- Step 4. If the complaint is not resolved at Step 3, the person may request review of the formal complaint by submitting a written request to the Board of Education within 10 working days of receipt of the decision in Step 3.

Matters referred to the Board shall be specific in terms of the action desired. The person shall submit the request for Board review to the superintendent. The Board shall not consider or act on complaints that have not been explored at the appropriate administrative level. If the Board agrees to review the complaint by adding it to a Board meeting agenda, the Board's decision shall be made in writing within 15 working days after the Board's review. All decisions and findings by the Board shall be final.

Board member handling of staff and community concerns in person:

1. Listen to the individual's concern.
2. Explain that the Board and administration have a process for handling concerns.
3. Encourage the individual to follow the established process.
 - They must first contact the staff member directly involved.
 - Contact the building principal.
 - If they are still not satisfied with the outcome, contact the superintendent and the administrative building.
 - It can be taken to the Board of Education if appropriate for Board action.
4. Express appreciation to the individual for voicing the concern.
5. Affirm the desire to reach a satisfactory solution.
6. Assure the individual that the superintendent will be informed.

Board member handling of staff and community concerns via email responses:

1. All communication is acknowledged by the recipient with a thank you and note that the comment/concern has been forwarded to the superintendent.
2. Forward the email to the superintendent for a response as to how the concern will be handled.

***Under all circumstances the Board will follow statutory requirements regarding email correspondence.*

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