

LAKE FOREST BOARD OF EDUCATION	Last Reviewed: December 8, 2022
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PUBLIC CONCERNS / COMPLAINTS ABOUT PERSONNEL

The Lake Forest Board of Education recognizes the need for adequate procedures for channeling public complaints about Lake Forest School District employees. Any person or patron having a complaint about any District employee should attempt to seek a solution with the employee's immediate supervisor. All complaints will be made in writing, signed by the complainant, and submitted within fifteen (15) business days from the time when the complainant became aware of the occurrence.

Complaints made to any District Administrator or the Board by a parent/guardian, student, or other person, which may be used in any manner in evaluating a staff member will be processed according to the procedure outlined below.

- The Administrator or immediate supervisor of the person who the complaint is lodged against will be immediately made aware of the complaint in writing. The supervisor will meet with the employee within five (5) business days to apprise the individual of the full nature of the complaint in an attempt to resolve the matter informally.
- In the event a complaint is unresolved at the immediate supervisor and intermediate levels as defined by the District organizational chart, the concern will be brought to the attention of the Superintendent. The Superintendent will make every attempt to resolve the matter within ten (10) business days of receiving the appeal.
- If, after appealing to the Superintendent, the complaint is still unresolved, an appeal may be filed with the Board. [The Citizen's Appeal Form](#) can be obtained on the District website and submitted to the District office. The form will be shared with the Board. The written complaint should clearly state the issue and desired outcome. It should identify the responses received at the lower levels and include copies if such responses were made in writing.

After due consideration, the Board may do any or all of the following:

- Request additional information from the complainant or Superintendent.
- Schedule a hearing to gather direct testimony from appropriate parties.
- Issue a decision based upon the evidence attached to the original complaint.

The Board's decision shall be communicated to the complainant by letter. The Board's decision is final.