

SCHOOL/COMMUNITY RELATIONS**COMPLAINT RESOLUTION PROCEDURE**

A complaint is defined as a written concern or issue of a parent of a student or patron of the District based upon an alleged violation, misinterpretation, or inequitable application of the provisions of school policy, state or federal law or state or federal regulation. An alleged violation, misinterpretation or inequitable application of a non-existing school policy, state or federal law or state or federal regulation shall not constitute a “complaint” for purposes of Policy KLD or Policy KLD-E. When filing a complaint with the Marion School District, patrons will need to follow the following steps in relation to policy KLD.

Step 1:

The patron will meet with the proper school personnel as outlined in policy KLD to resolve the issue. If the issue is not resolved at the lowest possible level, the patron may take the complaint to the next level. Whenever a complaint about staff is received from a parent of a student or patron of the Marion School District by the school board, a board member, or an administrator, they shall be referred to the school administration for a copy of the policy and procedure for resolution of the complaint (Item KLD and KLD-E) shall be given to the parent/patron and explaining the policies and procedures, by the administrator, in a manner that is clearly understood by the parent/patron.

Step 2:

The principal meets with the parent/patron and employee involved individually or jointly in an attempt to resolve the problem. If resolution involved is agreeable to the parent/patron, a report and implementation procedure will be made in writing by the principal. If no agreement is reached, the principal will render a decision in writing and a copy will be given to the parent/patron, employee, and superintendent. Within 30 days the parent/patron or employee may go to Step 3 by writing to the superintendent.

Step 3:

The complaint with the principal’s action will be given to the superintendent. The superintendent will meet with the parent/patron, employee, and principal together or individually. If a resolution is reached, he superintendent will write a report and implementation plan, notifying the parent/patron, employee, principal, and school board. If no agreement is reached, the superintendent will render a decision in writing and deliver it to the parent/patron, employee, and principal. The parent/patron or employee within 30 days, goes to Step 4 by notifying the superintendent in writing of their intent for the matter to be considered by the school board.

Step 4:

The school board will consider the complaint while meeting in executive session (if dealing with personnel). The superintendent will provide the board with the file packet which contains the

complaints, the employee's response, principal's decision, and superintendent's decision. At this hearing, the parent/patron will explain the complaint, the superintendent will explain the administrator's response, and the employee will explain their response. The school board will render its decision which will be implemented by the superintendent. The parent/patron or employee may appeal this decision within 90 days to the circuit court as per SDCL 13-46, Appeals in School Matters. A copy of this law shall be given to the parent/patron.

LEGAL REFERENCE: SDCL 13-46-Appeals in School Matters

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