

## **PUBLIC COMPLAINTS**

The Yale Board of Education welcomes comments and suggestions for improvement from the patrons whom it serves.

Should a patron wish to complain about the action of an employee, teacher, or support staff, the complaint should be directed to the individual involved. If the complaint cannot be resolved at that level, the patron is encouraged to bring the matter to the attention of the individual's immediate supervisor. If the issue is still not resolved, an appeal process is outlined as follows:

1. Teacher;
2. Principal;
3. The superintendent of schools; and
4. The board of education.

Any conference held with a school official and parent/patron will be documented. Conference documentation will be the responsibility of each person attending the conference.

No appeal will be heard by the board and no charges or accusations against an employee will be investigated or acted upon unless the accusations are reduced to writing, signed by the party making the complaint, and presented to the board through the superintendent. Anonymous correspondence will NOT be officially considered by the board.

In addition to the above, the board will request written reports be provided to the board prior to the meeting from the following:

1. The person against whom the complaint is made;
2. The principal of the school involved;
3. The superintendent; and
4. The complainant.

The board will not consider or act upon complaints that have not been explored at the appropriate administrative level or complaints for which specific resolution procedures have been established that do not include board review. If the board decides to hear the complaint, the board shall make a decision that shall be sent to all interested parties. The board's decision is final.

*Adoption Date: August 10, 2015*