

<b>Harrisburg School District</b>	<b>NEPN Code: KL</b>
<b>Policy Manual</b>	

## **COMPLAINTS FROM THE PUBLIC**

The School District welcomes constructive comments that help to improve the quality of our educational program or to equip the district to do their tasks more effectively.

The Board believes that official complaints relating to the school district, its policies, personnel, programs or instructional materials are best handled and resolved as close to the origin as possible. District staff will receive complaints courteously and respond properly to individuals who formally bring complaints to the district.

To ensure efficient and thorough management of complaints, the superintendent shall develop regulations consistent with this policy. The regulations may include, but are not limited to:

1. Procedures to channel complaints personnel best positioned to resolve the issue;
2. Procedures to formally accept, acknowledge and respond to complaints;
3. Procedures to elevate unresolved complaints to higher levels of authority within the district;

Complaints about district staff will be given respectful attention. If the complaint warrants an investigation, due process rights will be maintained.

If a complaint, excluding those concerning Board actions or Board operations, is made directly to the school board or to an individual school board member, the individual making the complaint will be advised to issue the complaint to the district using the district's complaint procedures.

After receiving the full attention and diligence of the staff, unresolved complaints may be appealed to the School Board, provided the appeal occurs within seven calendar days of the superintendent's final ruling. The superintendent shall present the appeal in accordance with relevant district policies. The Board will consider the appeal at the next regular board meeting and act on the matter according to its best judgment.

Adopted:

Revised: