

## BARNEVELD SCHOOL DISTRICT

### PUBLIC COMPLAINTS

Board of Education is committed to the prompt solution of any complaint(s) at the level closest to the area of concern. Parents or other citizens with complaints or concerns relating to the school district or its operation should attempt to resolve the matter by discussing their complaint/concern with the school district employee most closely involved. Anonymous complaints will not be reviewed or acted upon in any fashion by the Board, Administration and/or Staff.

Therefore, it shall be the policy of the Board of Education that when a complaint from any person(s), group(s) or agency(ies) occurs the following procedures will be followed:

1. If a complaint is to become a matter of record, the complaint must be in writing and signed and then submitted to the principal/athletic director. The district will turn over a copy of the written complaint to the appropriate individual. Anonymous complaints will not be dealt with by the school district.
2. The person(s), group(s) or agency(ies) having a complaint against a teacher or support staff employee will be given an opportunity to meet with an individual(s) regarding the complaint generally in the following sequence: (Note: Some circumstances may require district discretion to operate outside of this sequence).
  - a. Teacher/support staff employee
  - b. Principal/Supervisor
  - c. District Administrator
  - d. Board of Education

If the complaint deals with an extracurricular activity, the sequence will be for the player to go to the Coach or Advisor; if unresolved the player and parent would meet with Coach or Advisor; if the issue remains unresolved this sequence should be followed :

  - a. Athletic Director
  - b. Principal
  - c. District Administrator
  - e. Board of Education
3. If a discussion of the concern between the complaining party and employee does not solve the problem, then an investigation of the concern will be handled by the next individual closest to the problem. In the area of academics this person will be the principal. In the area of athletics

this person will be the Athletic Director. This individual will provide a written response which shall include a description of the concern, that the concern was dealt with and that it will be dealt with should it occur again in the future. A copy of the written response will be given to the individual bringing up the concern and to the individual about whom the concern was raised. If appropriate a copy of the letter will be included in the employee's personnel file.

4. If the complaint is not resolved within five (5) working days, at one of these respective levels, the person(s), group(s) or agency(s) involved submitting the complaint may request and will receive a hearing at the next higher level.
5. The maximum amount of time allowed to resolve any complaint will be thirty (30) days unless a longer time is agreed to by the board at the request of the administration .

Written complaints must be filed within thirty (30) calendar days of the incident which led to the complaint in order to be considered.

This policy excludes any complaints pertaining to wages, hours and conditions of employment.

LEGAL REFERENCE:

CROSS REFERENCE:

ADOPTED: September 10, 2014