

## Todd County School District Policy: KE

### **PUBLIC CONCERNS AND COMPLAINTS**

Constructive criticism of the schools will be welcomed by the board when it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively.

Whenever a complaint is made directly to the board as a whole or to an individual board member, the individual or group involved will be advised to take their concern to the appropriate staff member.

The board believes that complaints and grievances are best handled and resolved administratively as close to their origin as possible, and that the staff should be given every opportunity to consider the issues and attempt to resolve the problem prior to involvement by the board. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. principal/director;
2. superintendent; and then the
3. Board of Education.

If a complaint, which was presented to the board and referred back through the proper channels, is adjusted before it comes back to the board, a report of the disposition of the matter will be made to the board and then placed in the official files.

The board expects the professional staff to receive complaints courteously and to make a proper reply to the complainant.

Matters referred to the superintendent and/or board should be in writing and should be specific in terms of the action desired.

The Board adheres to the McKinney-Ventro Act and assures the parents or guardians of homeless children and youth that educational and related opportunities available to their children are the same as those afforded to all Todd County School District students. Meaningful opportunities to participate in the education of their children are further encouraged. Concerns and complaints

that are brought forth by the families of homeless children will be dealt with utilizing the procedures listed above.

Exceptions to this policy will be made when the complaints concern board actions or Board operations only.

LEGAL REF.: SDCL 13-46-1

ADOPTED: June 27, 1994

REVISED: October 15, 2008

REVIEWED: August 24, 2015