



# RIVERSIDE COMMUNITY SCHOOL DISTRICT

Serving the communities of Carson, Macedonia and Oakland



Dr. Timothy Mitchell, Superintendent  
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The mission of the Riverside Community School District is to prepare students to meet the challenges of the future as responsible citizens in a global society.

Code No. 215.1

## GENERAL COMPLAINTS BY CITIZENS

The board recognizes that concerns regarding the operation of the school district will arise. The board further believes that constructive criticism can assist in improving the quality of the education program and in meeting individual student needs more effectively. The board also places trust in its employees and desires to support their actions in a manner which frees them from unnecessary or unwarranted criticism and complaints.

Procedures for dealing with complaints concerning programs or practices should be governed by the following principles:

- where action/investigation is desired by the complainant, or where it seems appropriate, the matter should be handled as near the source as possible;
- complaints should both be investigated and, if possible, resolved expeditiously;
- complaints should be dealt with courteously and in a constructive manner;
- and, individuals directly affected by the complaint should have an opportunity to respond.

Specific procedures for handling complaints may be established in policies.

The board, consistent with its broad policy-making role, will deal with complaints concerning specific schools, programs or procedures only after the usual channels have been exhausted. Complaints regarding employees or complaints by students will follow the more specific policies on those issues.

When a complaint requiring attention is received by the board or a board member, it will be referred to the superintendent. After all of the channels have been exhausted, the complainant may appeal to the board by requesting a place on the board agenda or during the public audience portion of the board meeting. If the complainant appeals to the board, the appeal shall be in writing, signed and explain the process followed by the complainant prior to the appeal to the board. It is within the board's discretion to determine whether to hear the complaint.

The Riverside Community School District does not discriminate on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity, marital status, or disability in its educational programs and activities and does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity, marital status, or disability in its employment practices, or as otherwise prohibited by statute or regulation. For more information or concerns regarding educational programs or activities, employment practices or information regarding the grievance procedure, contact Dr. Timothy Mitchell, Equity Coordinator, Riverside Community School District, 330 Pleasant Street, PO Box 218, Carson, IA 51525, 712-484-2212, or email at [tmitchell@riverside.k12.ia.us](mailto:tmitchell@riverside.k12.ia.us).

Legal Reference: Iowa Code § 279.8.

Cross Reference: 214.1 Board Meeting Agenda

215 Public Participation in Board Meetings

402.5 Public Complaints About Employees

502.6 Student Complaints and Grievances

Approved 9-13-93

Reviewed 6-5-14

Revised 11-3-09