

## 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.

The following chain of command should be used when trying to solve a complaint:

1. The person or people directly involved in the complaint should meet to try and resolve the issue;
2. If the issue cannot be resolved, the people involved in the complaint should meet with the immediate supervisor of the person or people involved to try and resolve the issue;
3. If the issue cannot be resolved, a formal complaint can be filed with the Superintendent within seven days after the meeting in #2;
4. The Superintendent will investigate the complaint and will write up a response within seven days. A copy of the response will be given to all people involved;
5. If unsatisfied, the person bringing the complaint may appeal the Superintendent's decision to the Board of Education within seven days;
6. The Board will have a hearing at the next regular Board meeting and will have a response within seven days of the hearing;
7. In most cases, the Board's decision is final. If the person bringing the complaint is not satisfied, they may inquire with the Superintendent office to see if any State agency will hear an appeal of the decision. The Superintendent will do all he or she can to make sure an appeal is heard if applicable.

If any complaint warrants an investigation of any student personnel or student, due process rights will be maintained.

Legal Reference:

Cross References:

Adopted: August 1997  
Revised: July 9, 2012