

PUBLIC COMPLAINTS

The Board recognizes that from time to time concerns regarding the operation of the District will arise. The Board further believes that constructive criticism can assist in improving the quality of the 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 creates satisfactory resolution.

No member of the community will be denied the right to bring their complaints to the Board. Complaints will be referred to the proper administrative channels for solution before investigation or action by the Board. Exceptions may be made when the complaints concern Board actions or Board operations.

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

1. employee
2. principal/immediate supervisor
3. Superintendent/designee
4. Board of Education

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

The Board expects the staff to receive complaints courteously and to make the proper reply.

[Adoption date: August 14, 2001]

[Re-adoption date: May 11, 2015]

CROSS REFS.: KLB, Public Complaints About the Curriculum or Instructional Materials
KLD, Public Complaints About District Personnel