

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 that 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.

In general, the following procedures should be followed whenever possible by any citizen wishing to have a complaint addressed. Citizen should:

1. Discuss the concern with the district employee directly responsible in order to determine whether an informal and mutually acceptable resolution is possible.
2. If the concern is not resolved, arrange to discuss the concern with the principal, administrator, or manager responsible for the school or program area. If necessary, contact the superintendent to receive assistance in identifying the appropriate administrator or manager.
3. If the concern is still not resolved, contact the superintendent to discuss the concern.

Procedures for handling specific types of complaints may be established in other policies.

The board, consistent with its board policy-making role, will normally deal with complaints concerning specific schools, programs or procedures only after the above procedures have been completed.

When a complaint requiring attention is received by the board or a board member, it will be referred to the superintendent. After appropriate channels have been exhausted, the complainant may appeal to the appropriate board committee by requesting a place on the committee's agenda and, if necessary, to the full board by requesting a place on the board agenda or during the open forum 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.

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