

Patron Complaints

The Chehalis School District believes it is a fundamental right of citizens to express concerns regarding the educational programs or activities of the district. Complaints concerning programs or personnel of the school district will be dealt with expeditiously with regard for the due process rights of citizens, staff and students.

The district has developed procedures under separate policies to be followed in processing concerns specifically related to the following: (1) rights of handicapped persons; (2) concerns regarding instructional materials; (3) cases of alleged sex discrimination; and, (4) issues connected to student discipline. Persons having concerns in one of these areas are encouraged to seek assistance from the school district office (748-8681) in identifying appropriate procedures. Persons having concerns or complaints not related to these four categories should refer to the procedures developed below.

A citizen expressing a complaint directly to a Board Member will be referred to the appropriate district procedure.

Procedure for submitting a complaint:

1. Contact the school employee closest to the concern either verbally or in writing expressing the concern and asking for a response. In cases of complaint regarding a district employee, it is required that personal contact with the employee involved have occurred before processing the complaint further.
2. If the response is not satisfactory to the citizen, or if direct contact with the persons involved has already been made, the citizen should contact the appropriate principal or supervisor involved. The contact may be oral or in writing. If the citizen does not know who would be the appropriate administrator, they may contact the school district office for information.
3. If the concern is not resolved at the administrator's level in step 2, the citizen is encouraged to contact the Superintendent's Office. The concern may be expressed orally or in writing.
4. The Superintendent or designee will investigate the complaint and respond to the citizen within two (2) weeks. If necessary, the Superintendent will schedule an appointment with the Board of Directors in Executive Session to discuss the complaint and its resolution. All matters pertaining to personnel complaints shall be dealt with observing the requirements for confidentiality and due process.