

Complaints Concerning Staff or Programs

Most complaints can be resolved by informal discussions between the patron and the staff member. Should the matter not be resolved, the principal shall attempt to resolve the issue through a conference with the patron and the staff member.

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above:

- A. If the problem is not satisfactorily resolved at the building level; the patron can file a written complaint with the superintendent or their designee. The complaint must set forth specific acts, conditions or circumstances of concern, specifically identifying the parties involved, and suggest a solution. The superintendent or their designee will send copies of the complaint to the principal and staff member.
- B. The superintendent or their designee will have the principal and staff member respond in writing or in person to the superintendent or their designee.
- C. The superintendent or their designee will then attempt to resolve the matter through a conference with the patron, staff member, and principal. After the conference, the superintendent or designee shall issue a written decision in regards to the complaint.
- D. If the complaint was handled by the superintendent's designee and the patron is not satisfied, the patron can then bring the matter to the superintendent's attention within five (5) business days of receiving the written decision of the superintendent's designee. The superintendent will then meet with the parties involved in an attempt to resolve the matter. This meeting may be individually or as a group, at the discretion of the superintendent. The superintendent will issue a written decision in regards to the complaint and send it to the patron.
- E. If the superintendent's decision is unsatisfactory to the patron, the patron can request a review of the superintendent's decision by the Board of Directors by submitting such a written request within five (5) business days after receiving the superintendent's written decision. The appeal to the Board of Directors is a discretionary review and the Board may or may not decide to accept the review of the superintendent's decision. The Board will give its written decision within ten (10) business days from the next regularly scheduled board meeting as to whether it will accept the decision by the superintendent for review. If the Board decides to review the superintendent's decision, the Board president will determine the level of that review. A final written decision by the Board shall be send to the patron within thirty (30) business days following the Board's receipt of the patron's request.