

COMMUNITY RELATIONS

Complaints Concerning Staff or Programs

Most complaints can be resolved by informal discussion between the citizen and the staff member. Should the matter not be resolved, the principal or employee's immediate supervisor shall attempt to resolve the issue through a conference with the citizen and the staff member.

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

- 1.0 If the problem is not satisfactorily resolved at the building or department level, the citizen should meet with the superintendent or appropriate employee's supervisor to solve the problem. The superintendent or employee's supervisor may consult with the principal and/or staff member and may include either in subsequent conferences.
- 2.0 Should the matter remain unresolved, the citizen should file a written complaint that further describes the problem and a suggested solution. Copies of the complaint may be sent to the principal or employee's supervisor and staff member(s).
- 3.0 The principal or employee's supervisor and staff member shall respond to the superintendent in writing or in person.
- 4.0 The superintendent shall then attempt to resolve the matter.
- 5.0 Complaints received by the Board or a Board member shall be referred to the Superintendent or appropriate designee for investigation. In all instances, the Superintendent, or the Superintendent's designee, is the final step in this complaint process. If the complaint is against a staff member, the complaint shall be handled in executive session.
- 6.0 Citizens are also reminded that school personnel may not be able to disclose certain actions taken if those actions involve personnel decisions or other topics that are considered exempt under the Public Records Act.

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