

**Public Complaints**

The Board of Education recognizes the right of community members to register concerns regarding instruction, School District programs, materials, operations, and/or staff members. The main goal of the School District is to resolve such concerns directly with the parties involved, whenever possible.

Complaints about specific classroom practices shall be directed to the teacher concerned. If the matter is not settled satisfactorily, the complainant shall then contact the Building Principal; if there is no resolution at that level, the Superintendent of Schools or his/her designee shall be contacted. If there is no resolution at that level, the Superintendent of Schools shall refer the issue to the Board of Education for final resolution.

Public complaints about the School District will be directed to the proper administrative personnel for resolution. If the administrator to whom the complaint is made is unable to resolve the matter, he/she shall refer the matter to the Superintendent of Schools. If the Superintendent of Schools is unable to resolve the matter, he/she shall refer the issue to the Board of Education for final resolution.

All matters referred to the Superintendent of Schools and/or the Board of Education shall be in writing. Concerns registered directly to the Board of Education, as a whole or to an individual Board of Education member, shall be referred as soon as is reasonably possible to the Superintendent of Schools for investigation, report, and/or resolution.

Any community member who asserts that he/she has been subject to an adverse action based upon the making of a complaint pursuant to the procedure stated above shall inform the Superintendent of the complaint in writing. (In the event that the complaint has been made to a Board member, the Board member shall promptly inform the Superintendent and the Board President of the complaint and its substance. The Board President shall inform the Board of the complaint and its substance). If the complaint has been made directly to the Superintendent, the Superintendent shall immediately, upon receipt, notify the Board President and the Board of the filing of the complaint and its substance. The Superintendent shall promptly investigate the complaint of adverse action and upon completion of the investigation, shall report the results to the Board of Education along with the corrective action to be taken, if any.

Adoption date: October 16, 2013

Cross-ref: 1000, Community Relations Goals