

RESOLVING COMPLAINTS

When a complaint is made directly to the board as a whole or to an individual board member, the individual or group involved will be advised to take their concern to the appropriate school staff member. This could be a staff person, teacher, supervisor, principal or superintendent.

The individual or group will be advised of the proper channeling of complaints, which is as follows:

- Supervisor or teacher
- Building administrator
- Superintendent
- Board of education

The procedure to be followed is as follows:

Step One: A complaint will first be discussed by the complainant and the person or persons against whom the complaint is registered with the object of resolving the matter informally.

Step Two: If the complaint is not satisfactorily resolved in step one, the complainant will submit his or her complaint in writing to the principal or supervisor, stating the reasons for the complaint and the relief desired. The principal will then meet with the complainant at a mutually convenient time within ten (10) working days of receipt of the written complaint. Within ten (10) working days of this meeting, the principal or supervisor will provide a written response to the complainant, stating reasons for his or her decision. Problems and questions concerning individual schools should be directed to the principal of the school or supervisor.

Step Three: In the event the matter is not yet resolved, the complainant will file a written appeal to the superintendent within ten (10) working days of the final meeting in step two. The written appeal to the superintendent will include the reasons for the complaint and the relief desired. The superintendent will then meet with the complainant and the building principal or supervisor within ten (10) working days of the receipt of the written appeal. Within five (5) working days of this meeting, the superintendent will communicate his or her decision, with supporting reasons, in writing, to the building principal or supervisor and the complainant. Problems and questions concerning the school system as a whole should be directed to the superintendent.

Step Four: Within ten (10) working days of receiving the decision of the superintendent, the complainant may appeal to the board of education. This appeal, directed to the secretary of the board, will be in writing and will be accompanied by a copy of the appeal and the decision rendered in step three.

The board will meet on the matter at either a special called board meeting or the next regularly scheduled board meeting, provided the superintendent receives the appeal in time to place it on the agenda. This meeting will consist of the board, superintendent, principal or supervisor, complainant and the person/persons against whom the complaint is registered.

The board will not consider or act on complaints that have not been explored at the appropriate administrative level.