

PUBLIC COMPLAINTS CONCERNING SCHOOL PERSONNEL

The School Board seeks to ensure that complaints by the public are addressed equitably, regardless of ethnicity, race, disability, gender identity, sexual orientation, religious or cultural preferences, familial status, or socioeconomic background of the complainant or the personnel at issue.

1. In order to promote fair and constructive communication, the following procedures shall govern the resolution of complaints. Every effort shall be made to resolve a concern or complaint at the lowest level possible (with the staff member involved). Complaints concerning school personnel should be made directly by the complainant to the person against whom the complaint is lodged. Parents/guardians are encouraged to attempt to orally resolve concerns with the staff member personally.
 2. If the complaint cannot be resolved informally by the persons involved, the complainant may submit the complaint in writing, using the form in Exhibit 1312, to the school principal or immediate supervisor. When necessary, the district may assist in the preparation of the written complaint so as to meet the requirements of this regulation. The administrative staff shall inform the complainant that such assistance is available if he/she is unable to prepare the written complaint without help. A written complaint must be submitted using the form provided in Exhibit 1312 and include the name of each employee involved and a brief but specific summary of the complaint and the facts surrounding it. It must also include a specific description of a prior attempt to discuss the complaint with the employee involved and the failure to resolve the matter.
 3. All written complaints regarding district personnel other than administrators shall be initially filed with the principal or immediate supervisor. If the complaint regards a principal or district office administrator, the written complaint shall initially be filed with the Superintendent or designee.
 4. If the written complaint concerns the Superintendent or designee, a copy should be given to the superintendent and District Office Administrative Assistant. A copy shall also be filed with the Board by giving it to the District Office Administrative Assistant and to the Board President.
 5. The principal or immediate supervisor shall investigate and attempt to resolve the complaint to the satisfaction of the person(s) involved. If the complaint is resolved, the principal will so advise all concerned parties, including the Superintendent or designee.
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6. If the complaint remains unresolved after review by the principal or the immediate supervisor, the principal shall refer the written complaint, together with a report and analysis of the situation, to the Superintendent or designee. The Superintendent or designee will issue a letter to the complainant acknowledging receipt of the complaint and send status updates every 14 days until the investigation is completed and the matter is resolved. Complainants should consider and accept the Superintendent or designee's decision as final. However, the complainant, the employee, or the Superintendent or designee may ask to address the School Board regarding the complaint.
7. Except when a complaint is directed against the Superintendent, no party to a complaint may address the Board in either closed or open session, unless the Board has received the Superintendent or designee's written report concerning the complaint.
8. Complaints before the Board concerning an employee that may tend to be prejudicial to the employee's reputation or character shall be addressed in executive session of the Board unless requested by the employee and approved by the Superintendent to be held in open session. All parties to a complaint, including the school administration, may be asked to attend a Board meeting or part of such meeting for the purpose of presenting all available evidence and allowing every opportunity for explaining and clarifying the issue. The decision of the Board following the hearing shall be final.

The District Administrative Assistant will serve as the Compliance Officer for all complaints.

Adopted using AASB Sample Policy: February 19, 2018
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