

COMMUNITY RELATIONS

Public Suggestions, Comments and/or Complaints

1. PURPOSE

The Purpose of this procedure is to encourage the public and employees to make suggestions or comments intended to:

1. Increase efficiency and/or production.
2. Reduce waste.
3. Reduce operating costs.
4. Increase receipts or revenue.
5. Save money.
6. Eliminate questionable accounting procedures and fraud.

2. TYPES OF SUGGESTIONS

This procedure is intended to encourage suggestions or comments that will produce tangible savings to the school district. The suggestions or comments are intended to either generate new revenue or produce a calculated savings. Certain suggestions or comments may not qualify for this program. Examples include but are not limited to:

1. Personal grievances.
2. Matters which are opinions rather than specific observations.
3. Personnel pay and classification matters.
4. Matters which are the results of assigned or contracted audit studies, surveys, reviews or research by Billings Public Schools.
5. Items which have been recommended for study or review.

3. SUBMISSION PROCEDURES

1. All suggestions or comments should be submitted using the suggestion form which can be obtained from the School District web site or from the District Clerk.
2. Type or write plainly with pen.
3. Describe the issue in detail. Give the location, equipment, material or operation related to the suggestion or comment.
4. Tell specifically how your idea can increase revenue or savings for the school district. List advantages and estimated savings.
5. Identify the location or department affected.
6. Attach copies of any form(s) or diagram(s) to which you make reference.

7. Sign and date the suggestion or you may submit the suggestion anonymously.
8. Submit your suggestion or comment to the Clerk of the School District. Suggestions or comments regarding the Clerk or Superintendent may be submitted directly to the Chair of the School Board. The Clerk will review all suggestions and comments. Suggestions and comments may also be evaluated by the department or location concerned at the request of the Clerk.
9. The Clerk shall keep on file all suggestions and comments made and their disposition. The Clerk shall keep a log and report at least annually a summary of suggestions and comments to the Board of Trustees.

Implementing Policy 4310 Public Suggestions, Comments and/ or Complaints

Cross References: Policy 4310 Public Suggestions, Comments and/ or Complaints
 Policy 4311 Complaints Against District Employees

Procedure History:

Issued by Superintendent on: August 18, 2008

Presented to Board on: August 18, 2008

Revised on: December 21, 2009