

2161	Responding to Concerns and Complaints
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RESPONDING TO CONCERNS AND COMPLAINTS

The Board of Directors encourages respectful open dialogue between stakeholders and the Teachers, Principals, and Head of Schools. The board also strives to resolve concerns and complaints whenever possible. To this end, the board has established the following processes:

- informal resolutions of specific concerns (see General Procedure below);
- public hearings and public comments at board meetings on subjects of concern to parents and the community (Board of Directors Public Comment at Open Meetings, policy 2140); and
- formal grievance procedure for addressing concerns regarding specific decisions, especially where there are concerns that board policy or law has been misapplied, misinterpreted or violated, including discrimination claim on the basis of sex or disability. (Student and Parent Grievance Policy, 2160).

GENERAL PROCEDURE

The board encourages informal resolutions to specific concerns whenever feasible. Complaints that are not specifically included in other policies should be addressed in the following manner:

- The complaint should be received, and addressed at the level closest to which the complaint originated. For example, a complaint regarding a classroom should be heard first by the Teacher. A complaint regarding the school should be addressed first by the Principal.
- Any board member or staff member receiving a complaint should make sure that the complaint has been appropriately referred to him or her and if not, assist the complainant by identifying appropriate personnel.
- Once appropriately referred, if the complainant is not satisfied with the response to the complaint, the complainant should be informed of the procedure for filing a formal grievance described in board policy 2160.

- A complaint or series of complaints that raise significant issues about the educational program or the operation of the schools is an opportunity to further examine the success of the school in meeting its goals and objectives. When feasible, a group representing various perspectives and interests, such as teachers, administrators, students and parents, should discuss the issue and make recommendations to appropriate personnel or the board.

The Head of Schools is responsible for communicating the requirements in this policy to board members and staff on a regular basis.