

## PROCEDURES

Public Complaints

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All Wyandotte citizens have the right to present a request, suggestion, complaint, or grievance concerning District personnel, the program, or the operations of the District. At the same time, the Board of Education has a duty to protect its staff (i.e., principals, teachers, etc.) from harassment. This procedure provides an orderly process to allow complaints and grievances to be presented and received in a fair and impartial manner. The process is intended to ensure full understanding of issues which may be inhibiting student learning or achievement, issues causing physical harm to students, and encouraging change as necessary. Members of the public shall be advised of the existence of the public grievance procedure and, upon request, a written copy of the procedure shall be provided. Many complaints or grievances are due to misunderstandings, which should be resolved without the need for a formal process.

As a rule, requests, suggestions, complaints, or grievances reaching the Board, Board Members, and the Administration shall be referred for consideration according to the following procedure:

**Matters Regarding a Professional Staff Member*****A. First Level***

If it is a matter specifically directed toward a professional staff member, the matter must be initially addressed to the concerned staff member who shall discuss it promptly with the complainant and make every effort to provide a reasonable explanation or take appropriate action within his/her authority and District administrative guidelines. This explanation or action is to occur at least within five (5) work days of the first level discussion.

Note: This level does not apply if the matter involves suspected child abuse or substance abuse by a professional staff member, or any other serious allegation which may require investigation or inquiry by school officials prior to approaching the professional staff member or to otherwise protect the health or safety of people from imminent harm. In this case, the complainants shall initially proceed to the second level in the grievance procedure.

***B. Second Level***

If the matter cannot be satisfactorily resolved at the First Level, it shall be discussed by the complainant with the staff member's supervisor in compliance with provisions of a collective bargaining agreement, if applicable. The second level of the grievance procedure shall be initiated by the communication to the supervisor, who shall discuss it promptly (within five (5) days of notification) with the complainant. Every effort will be made to provide a reasonable explanation or take appropriate action within the

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supervisor's authority and District administrative guidelines. The explanation or action is to occur within at least five (5) work days of the second level discussion.

**C. Third Level**

If a satisfactory solution is not achieved by a discussion with the supervisor, an oral or written request for a conference shall be submitted to the Superintendent. This request should include:

- The specific nature of the complaint and a brief statement of the facts giving rise to it;
- /the respect in which it is alleged that the complainant (or child of the complainant) has been affected adversely;
- The action which the complainant wishes taken and the reasons why it is felt that such action be taken.

Within five (5) working days of receipt, the Superintendent will schedule a meeting, unless the initial contact resolved the complaint to the complainant's satisfaction. Within five (5) working day of the meeting with the Superintendent, a written response will be provided to the complainant.

**D. Fourth Level**

Should the matter still not be resolved, or if it is one beyond the Superintendent's authority and requires a Board decision or action, the complainant shall request, in writing, a hearing by the Board. The Board hearing shall be scheduled as soon as possible, but in no event no more than thirty (30) days from the receipt of the written request. The Board, after reviewing all material relating to the case, shall:

- Grant a hearing before the Board or before a committee of the Board;
- Provide the complainant with its written decision.

The complainant shall be advised, in writing, of the Board's decision, no more than thirty (30) business days following the hearing.

**Matters Regarding an Administrative Staff Member**

Since Administrators are considered members of the District's professional staff, the general procedure specified in "Matters Regarding a Professional Staff Member" shall be followed.

**Matters Regarding a Support Staff Member**

In the case of a support staff member, the complainant is to be directed, initially, toward the person's supervisor, and the matter then brought as required to higher

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levels in the same manner as prescribed for “Matters Regarding a Professional Staff Member.”

**Matters Regarding District Services or Operations**

If the request, suggestion, complaint, or grievance relates to a matter of District procedure or operation, it should be addressed, initially, to the Building Principal and then brought, in turn, to higher levels of authority in the manner prescribed in “Matters Regarding a Professional Staff Member.”

**Matters Regarding the Education Program**

If the request, suggestion, complaint, or grievance relates to a matter of District program, it should be addressed, initially, to the Building Principal and then brought, in turn, to higher levels of authority in the manner prescribed in “Matters Regarding a Professional Staff Member.”