

POST FALLS SCHOOL DISTRICT NO. 273

Series 200: Miscellaneous

Policy No. 206.3

Policy Title: Patron/Student Complaint

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It is the policy of the Board of Trustees to encourage orderly and timely resolution of student and patron complaints related to school district operations and management. The procedure for resolution of complaints should be flexible to allow the complainant to informally express her/his complaint or dissatisfaction to the Principal in charge of the building or operations most connected or related to the complaint or, if the matter is not appropriate for consideration by the Principal, then to the Superintendent or the Superintendent's designee. If the parties are unable to reach an understanding and resolution of the problem, the complainant should be encouraged to reduce her/his complaint to writing and to submit the written complaint, along with a statement requesting review of the matter, to the Superintendent or Superintendent's designee for further review.

The procedure for review of complaints should remain flexible to promote fairness and an expeditious resolution of the problem, but sufficiently structured to permit an orderly review. Procedure for review of an unresolved complaint may, but is not required to, proceed along the lines of the procedure immediately following.

Legal References: Idaho Code §33-506, 33-512

Applicable Procedural Regulations: 206.3a

Date of Adoption: 3/10/87

Amended: 11/10/87, 4/10/95, 10/13/97

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