

## **POST FALLS SCHOOL DISTRICT NO. 273**

Procedure Title: Miscellaneous

Section Title: Patron/Student Complaint

Sub-section Number 206.3a

Page 1 of 3

Complaints of patrons and students unresolved at the lowest appropriate administrative level may proceed for further administrative or Board review, at the discretion of the Superintendent or the Superintendent's designee, as follows:

A complainant dissatisfied with the resolution of her/his complaint at the lowest appropriate administrative level may be furnished a complaint form, asked to reduce her/his complaint to writing and asked to return a written statement setting out the complaint and the nature of her/his dissatisfaction with the resolution, or attempted resolution, of the matter.

The written complaint and statement of dissatisfaction should be dated and signed by the complainant and forwarded to the office of the Superintendent.

Upon receipt of the written complaint, the Superintendent may forward a copy to the Principal and/or other appropriate school personnel or representatives who are involved in the matter and may request a response in writing. The Superintendent or his/her designee may investigate the allegations and facts complained of and proceed in the following manner:

1. The Superintendent or his/her designee shall have the discretion to resolve the issue raised by complainant, by means of a review conference, if appropriate. If a review conference, in the discretion of the Superintendent or his/her designee, shall appear appropriate, the parties shall be notified of the date, time, and place of the meeting, at which time the matter shall be reviewed. If a review conference is held, the parties shall be given an opportunity to appear personally and present their facts and/or replies to the Superintendent or his/her designee. If the parties choose, the issues may be submitted entirely in writing, without a personal appearance.
2. The Superintendent or his/her designee shall notify the parties in writing of his/her decision of the matter within a reasonable period of time not to exceed ten (10) working days from the receipt of the written complaint unless there are exceptional or extenuating circumstances.

A complainant who disputes the findings and conclusions or final decision of the Superintendent or Superintendent's designee may appeal the final decision to the Board. A complainant appealing the decision of the Superintendent or the Superintendent's designee shall do so in writing within ten (10) working days of the receipt of the Superintendent's or the Superintendent's designee written decision in the matter.

An appeal shall be deemed filed when received by the district administrative office in Post Falls.

A notice of appeal shall contain the following:

- a. A brief, concise statement of facts;
- b. What issue or disputes remain unresolved;
- c. The name of the person who shall be spokesperson at any hearing held in the matter;
- d. The name of witnesses, if any;
- e. Identification of any written documents that may be offered by way of pertinent evidence, if any;

An audience or hearing with the Board should ordinarily be scheduled for the regular Board meeting immediately succeeding the date of filing of the appeal to the Board unless filed less than ten (10) working days prior to the date of the regular Board meeting. If the appeal to the Board is filed less than ten (10) working days prior to the date of the regular Board meeting, the matter should be placed on the agenda for the following Board meeting unless the parties should agree otherwise.

An audience with the Board shall be conducted in the manner provided by law and district policy, with the complaining party having the burden of proof and the duty to come forward with its information, facts and evidence.

- a. Complaints concerning school policy or procedure shall be open to the public providing employee, student or other privacy rights or public disclosure exemptions will not be violated;
- b. Any matter involving a complaint against a person or employee shall be closed to the public unless otherwise required by law or otherwise requested by the person about whom the complaint is made;
- c. The Board may proceed with the matter as an agenda item without hearing status or as a matter to be heard in the more structured hearing format.
- d. If the Board proceeds with the matter in the hearing format:
  - 1) Hearing testimony shall be given under oath and an electronic recording will be made of the same;
  - 2) The Clerk of the District shall keep a record of the proceedings and provide a transcript of the same to the complainant provided the cost of the copy of the transcript is tendered at the time of the request;
  - 3) After due deliberation, but not later than thirty (30) days from the date of the proceeding, or the date of the last proceeding in the event the proceeding is divided, the board shall issue a decision in writing detailing its finding of fact, conclusions and decision.
  - 4) The Board's written decision shall be served upon complainant by U.S. Mail or hand delivery and a certificate of said service shall be affixed to the final decision/order.

At any stage of the proceedings any party may consult with or have in attendance its representative, spokesperson or counsel.

Adopted: 3/10/87

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

Reviewed: 2007, 2021

COMPLAINT FORM

**Complainant**

Name: \_\_\_\_\_  
Student What school: \_\_\_\_\_  
What grade: \_\_\_\_\_  
Parent \_\_\_\_\_  
Other \_\_\_\_\_

**Complaint  
received from**

Name: \_\_\_\_\_  
Time received: \_\_\_\_\_  
Date received: \_\_\_\_\_

**Incident**

Date of incident: \_\_\_\_\_  
Time of incident: \_\_\_\_\_  
Location of incident: \_\_\_\_\_

Brief Summary of Complaint:  
Remedy Requested: