

Complaints from the Public

Bon Homme School District welcomes constructive comments that help to improve the quality of our educational program or to equip the district to do their tasks more effectively.

The Board believes that official complaints relating to the school district, its policies, personnel, programs, or instructional materials are best handled and resolved as close to the origin as possible. The staff will be given every opportunity to consider the issue and attempt to resolve the problem prior to involvement by the Board. District staff will receive complaints courteously and respond properly to individuals who formally bring complaints to the district.

To ensure efficient and thorough management of complaints, the following procedures consistent with this policy, will be followed. These include, but are not limited to:

1. Channeling the complaint to personnel best positioned to resolve the issue;
2. Formal acceptance, acknowledgement, and response to complaints;
3. Procedure to elevate unresolved complaints to higher levels of authority within the district will follow the chain of command.

Complaints about district staff will be given respectful attention. If the complaint warrants an investigation, due process rights will be maintained.

If a complaint, excluding those concerning Board actions or Board operations, is made directly to the School Board or to an individual School Board member, the individual making the complaint will be advised to issue the complaint to the district using the district's complaint procedures outlined above.

If parents have a concern about their child, they will: 1) first contact the child's teacher; 2) if not satisfied, contact the building principal; 3) if not satisfied, contact the Superintendent; and 4) if not satisfied, request to be placed on the agenda at the next regular School Board meeting.

After receiving the full attention and diligence of the staff, unresolved complaints may be appealed to the School Board, provided the appeal occurs within seven calendar days of the Superintendent's final ruling. The Superintendent shall present the appeal in accordance with relevant district policies. The Board will consider the appeal at the next regular Board meeting and act on the matter according to its best judgment.

Legal References: SDCL 13-46-1

Revised: May 1997; July 12, 2010