

# ***Dell Rapids School District #49-3***



## **Policies and Regulations Code: KLB-R – School/Community Relations**

### **KLB-R PUBLIC CONCERNS/COMPLAINTS ABOUT PERSONNEL**

The District has the obligation to ensure that the behavior and conduct of employees is acceptable and conducive to learning. Concerns and complaints cannot be ignored. Due process rights of employees also need to be upheld.

The following procedures are established to ensure that a resident's concern or complaint will be given respectful attention and that the integrity of the educational program will be upheld. "Complaint" in this policy and regulation refers to criticism of a particular school employee by a District resident or parent/guardian of an enrolled student that implies a demand for action by school authorities.

1. If a complaint comes first to the person against whom it is directed, the employee will listen courteously and try to resolve the difficulty. If the complainant remains unsatisfied, the employee will refer the complainant to the principal or other immediate supervisor.
2. If a complaint is relayed to another school employee, the employee should refer the complainant to the employee criticized or to that person's immediate supervisor.
3. Whether a complaint comes directly to or is referred to the principal or other supervisor, the supervisor or principal should listen courteously or acknowledge the conversation in a letter promptly.
4. If further investigation is warranted, the principal or immediate supervisor will conduct a fair, systematic and objective investigation while maintaining the due process rights of the employee.
5. If the supervisor or principal finds cause for further action, the appropriate evaluation process or discipline procedures will be used. If the supervisor finds no cause for further action, the concern or complaint will be dismissed.
6. The principal or supervisor will notify the parties involved when the investigation is complete. Specific personnel evaluations or disciplinary actions will not be disclosed to the complainant.
7. Any appeal of the determination shall be made to the Superintendent and shall be in writing and should be specific in terms of the complaint and the action desired.

LEGAL REF.: SDCL 13-32-6

Adopted: November 12, 2007

Amended: