

SCHOOL BOARD BYLAWS

Public Complaints and Procedures Regarding Students or Employees

The School Board recognizes that situations may occur in the operation of the School Division which are of concern to parents, students, employees, and the general public. It is important that individuals be directed to the most immediate and proximate level for resolution as teachers and/or administrators are often in the best position to resolve matters regarding students or employees if they are made aware of the issue/concern and provided an opportunity to respond.

A. Complaints regarding students or employees

School Board Members should advise complainants that ~~routine~~ issues regarding students or employees are best dealt with through communication with appropriate staff members ~~and officers~~ according to the Chain of Communication set forth below following order:

1. Chain of Communication

- a. Classroom teacher, if a student complaint;
- b. Assistant Principal;
- c. Principal or Worksite Supervisor;
- d. Appropriate Director or Executive Director;
- e. Appropriate Chief Officer;
- f. Chief of Staff;
- g. Superintendent.

- ~~• Classroom teacher, if a student complaint;~~
- ~~• Principal, principal's designee or worksite supervisor;~~
- ~~• Senior Executive Director;~~
- ~~• Chief Schools Officer;~~
- ~~• Superintendent.~~

~~School Board Members should advise complainants that non-routine issues are best dealt with through communication with appropriate staff members and officers according to the following order:~~

- ~~• Principal, if a non-routine student complaint;~~
- ~~• Human Resources Department, if a non-routine employee complaint;~~

- ~~• Department of School Leadership, if a non-routine school administrator complaint; or~~
- ~~• Superintendent.~~

2. Complaints unresolved through Chain of Communication

~~If the matter cannot be settled by the Superintendent, or his designee, the complaint and the report of the Superintendent shall be referred to the School Board for its review.~~

If the constituent has followed the Chain of Communication and the issue/concern remains unresolved, the School Board Member will refer the complaint to the Superintendent or designee for investigation and copy the other School Board Members on the referral. The School Board may hear appeals of the Superintendent's determinations at its sole discretion.

B. Complaints regarding the School Board or School Board Members

~~Exceptions to this procedure are public eC~~Complaints that concern School Board actions, School Board operations, ~~or and~~ individual School Board Members should be directed to the School Board. ~~In such cases, t~~The School Board, ~~as a whole,~~ directs the School Board Governance Committee to review such complaints and make recommendations to the School Board regarding resolution of the complaints. The School Board Governance Committee may develop procedures for processing and resolving such complaints. ~~shall determine procedures for the resolution of such complaints.~~

C. This Bylaw does not restrict rights to School Board hearings provided by law or other policies of the School Board.

Adopted by School Board: July 21, 1992
Amended by School Board: August 17, 1999
Amended by School Board: February 20, 2001
Amended by School Board: December 2, 2008
Amended by School Board: August 18, 2015
Reviewed by School Board: August 2, 2016

Amended by School Board: 2020

APPROVED AS TO
LEGAL SUFFICIENCY

Kamala H. Lantieri