

## **SCHOOL BOARD BYLAWS**

### **Public Complaints and Procedures**

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 issues regarding students or employees are best dealt with through communication with appropriate staff members according to the Chain of Communication set forth below.

##### 1. Chain of Communication

- Classroom teacher, if a student complaint;
- Assistant Principal;
- Principal or Worksite Supervisor;
- Appropriate Director or Executive Director;
- Appropriate Chief Officer;
- Chief of Staff;
- Superintendent.

##### 2. Complaints unresolved through Chain of Communication

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**

Complaints that concern School Board actions, School Board operations, or individual School Board Members should be directed to the School Board. The School Board 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.

**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

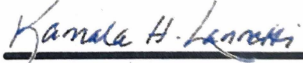
Amended by School Board: August 18, 2015

Reviewed by School Board: August 2, 2016

Amended by School Board: January 28, 2020

Amended by School Board: 2022

APPROVED AS TO  
LEGAL SUFFICIENCY

  
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