

**Administrative Regulations
Complaints****Descriptor Code: KN-R**

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively is welcomed by the Board of Education.

The Board believes that complaints are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints involving instruction, discipline or learning materials, where no other complaint process is identified under existing board policies, may be presented in accordance with the following chain of command:

1. Teacher
2. Principal
3. Superintendent

Any complaint about school personnel, transportation, facilities, food service and other relevant matters shall always be referred back through proper administrative channels to the individuals supervising those programs.

When a complaint is made directly to an individual Board member, the procedure outlined below will be followed:

1. The Board member shall request the person making the complaint to reduce the complaint to writing, to deliver the written complaint to the principal or appropriate administrators, and to discuss the issue in person.
2. If at any time the person making a written complaint believes that a satisfactory reply from a principal or administrator has not been received, the complainant shall be advised to consult with the Superintendent.