

CELEBRATIONS, CONCERNS & RECOGNITIONS: 4220

The District promotes a culture that is welcoming and open; defined by mutual respect and shared responsibility; and that treats parents, students, citizens, and staff with respect and dignity. The District welcomes the input of all constituents.

In an effort to promote shared communication and feedback in regards to staff and programs they support, all parties referenced in this policy are encouraged to pass on celebrations, concerns, and recognitions.

The District is committed to resolving concerns and complaints about school and District programs, policies, procedures, actions, and decisions of employees in an effective, efficient, and timely manner by initiating the complaint with the person who has the lowest level of authority in resolving the matter. Teachers, staff, or administrators charged with responsibility for programs, policies and procedures, and supervision of students or employees should expect parents, staff, students or citizens will bring their complaints to them for resolution first before asking a supervisor to address the concern. For complainants whose first language is not English, the District will make every effort to provide an interpreter to assist complainants in resolving their concerns and complaints.

Constructive criticism can be helpful to the District. At the same time, the Board and the Superintendent have confidence in their staff and programs and shall act to protect them from unwarranted criticism or disruptive interference. Complaints received by the Board or a Board member shall be referred to the Superintendent for investigation. When the Superintendent or other administrator receives a complaint regarding a staff member or a program the matter will first be referred to the staff member, or the administrator who supervises that staff member or program. The Superintendent shall develop procedures for this policy, as necessary.

Most complaints can be resolved by informal discussions between the citizen and the staff member. Should the matter not be resolved in this manner, the appropriate site or program administrator (i.e., principal, director) shall attempt to resolve the issue through a conference with the citizen and the staff member.

If the complaint is not resolved by the staff member, supervisor, and the complainant at the building or program level, the matter may be referred to the Executive Director of Elementary or Secondary Schools, or another designee of the Superintendent. This administrator will meet with the appropriate parties, or take other appropriate action to further address the concerns and seek a mutually agreeable resolution.

If the matter is still unresolved, the parties may request a meeting with the Superintendent or another designee of the Superintendent. The decision of the Superintendent shall be final.

Policy 4220 is not intended for processing complaints from staff concerning other staff or programs (policy/procedure 5270/5270P) or matters that may be grieved under a collective bargaining agreement. If the allegation is regarding unlawful discrimination, policy/procedure

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3210/3210P, or 5010/5010P should be used. If the allegation is regarding malicious or discriminatory harassment, policy/procedure 3207/3207P, or 5266/5266P should be used. Complaints regarding instructional materials should be pursued in the manner provided for in Policy 2018 – Instructional Materials.

Cross References:

Administrative Policy	2018:	Instructional Materials
	2020:	Curriculum Development
	3205:	Civility
	3207:	Prohibition of Harassment, Intimidation and Bullying
	3210:	Nondiscrimination
	5010:	Nondiscrimination and Affirmative Action
	5266:	Harassment
	5270:	Resolution of Staff Complaints