

PUBLIC CONCERNS AND COMPLAINTS

The Board of Education welcomes constructive criticism whenever it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their task more effectively.

The Board also has confidence in its staff and wishes to support their actions so that they be free from unnecessary, spiteful or destructive criticism and complaint.

The Board further believes that complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, individual Board members will:

1. Refer the person making the complaint to the principal, supervisor or Superintendent.
2. Ask anyone who will not personally present his complaint to the principal, supervisor or Superintendent to write it down and sign it. The Board member may then refer the complaint to the appropriate person.

The Board relies on its staff and administrators to resolve the concerns of patrons in as informal a manner as possible. The administration will develop guidelines for assuring a courteous, fair, orderly and timely response to complainants.

If a complaint cannot be resolved initially, procedures shall be made available for review at progressively higher levels, as follows:

1. Teacher or staff member
2. Principal or supervisor
3. Relevant executive director or director
4. Superintendent
5. Board of Education

The Board has the discretion to accept or reject the Superintendent's resolution of a complaint.

This policy shall apply to all public complaints except those included in Policy KEC.

Adopted prior to 1985

Revised August 17, 1988

Revised March 6, 1991

Cross Ref: KEC, Public Complaints About the Curriculum or Instructional Materials
 KEB, Public Complaints About School Personnel