

PUBLIC COMPLAINTS ABOUT SCHOOL PERSONNEL

1. Initial Communication

A member of the public with a concern or complaint about a staff member should first try to resolve the matter directly and informally with the staff member concerned.

2. Review

If the matter cannot be resolved informally at the initial level, the complainant should submit a written statement describing his concerns in a clear, specific and detailed manner and submit it to the building principal or the staff member's supervisor (for staff members who do not work in the building).

The principal or supervisor shall investigate the facts and meet with the complainant and then with the staff person(s) named in the written statement in an effort to facilitate a mutually acceptable resolution. The issue shall be resolved within ten school days from receipt of the written statement unless the parties involved mutually agree to extend that period.

3. Appeal

If the issue has not been resolved to the complainant's satisfaction, he may submit a written appeal within ten school days to the Executive Director of Student Achievement Services. This director, or another appropriate director he designates, will hold a conference of all parties involved within ten school days. The complainant will receive a written response within ten school days after the conference.

The complainant may appeal this response to the superintendent within ten days of receiving it. If the appeal should reach the superintendent, he shall review all the written documents, may meet with any or all of the individuals involved, and shall notify the complainant in writing of his decision within twenty school days.

In cases where a principal is the staff member concerned, the Executive Director of Student Achievement Services will perform the actions assigned above to the principal, and appeal will be directly to the superintendent.

4. Appeal to the Board

If the issue is still not resolved to the complainant's satisfaction, he may submit a written appeal within ten school days to the Board of Education. The Board has the discretion to accept or reject the superintendent's resolution of the complaint.

If the Board rejects the superintendent's decision, it will hear the matter at the first regular session falling ten school days after the appeal has been filed, so that it will have the opportunity to read the written documents. The matter will be heard in closed session unless the staff member involved requests an open hearing.

Adopted prior to 1985
Revised March 6, 1991
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