

Public Concerns/Complaints about Policies

Timeline

Complaints must be filed at Step 1 no later than 30 days from the date the alleged action bringing about the complaint occurred. No more than 30 days may pass between Step 1 and Step 2 or between Step 2 and Step 3 or between any steps in the complaint process as described below.

Written record

At all steps in the complaint process, a written record of each complaint and action taken at each step will be made and placed on file in the superintendent's office.

It will be the responsibility of the complainant to reduce the complaint in writing at Step 1.

It will be responsibility of the individual or individuals hearing the complaint at each step of the process to maintain a written record of each meeting/hearing with the complainant and any action taken by the individual or individuals hearing the complaint.

Whenever a citizen has a complaint concerning a formal Board policy, the complaint should be brought to the attention of the superintendent

If the complaint is not satisfactorily resolved at Step 1 above, the complainant may appeal to the Board of Education president

In the event the matter is not satisfactorily resolved at Step 2 above, the complaint may be appealed orally and in writing to the full Board of Education meeting in regular session as scheduled by the Board president and superintendent of schools.

No appeal regarding Board policy will be heard by the Board or acted upon by the Board unless reduced to writing, signed by the complainant and presented to the Board through the superintendent and Board president.

Patrons having common concerns may join together to present the complaint as one action in accordance with the above stated procedure.

The decision of the Board will be final.

If the complainant is not satisfied by the Board's action, he may choose to take further action outside the school system at his own expense.

The Board shall hear any complaint against any and all aspects of the school district without the complainant fearing for any negative action from the Board or any employee of the district as a result voicing said complaint.

Adopted May 24, 1988

Highland-Weld RE-9 School District, Ault, Colorado