

COMMUNITY RELATIONS

Complaints Concerning Staff or Programs

Most complaints can be resolved by informal discussions between the complainant and the staff member. Should the matter not be resolved, the principal, supervisor, or administrator will attempt to resolve the concern with the complainant and the staff member at the building/department level.

When a complaint is not resolved through the informal steps described above, the complainant will be referred to the policy-based complaint process or statutory/regulatory appeal process that applies to the facts at issue in the complaint. In cases where there is no other applicable complaint process or statutory/regulatory appeal process, a complaint will be handled as follows:

- A. If the complaint is not resolved at the building/department level, the complainant may submit a written complaint to the superintendent or designee. The written complaint should describe the problem and the desired solution. The superintendent or designee will notify the subject staff and/or supervisor as needed, based on the nature of the complaint.
- B. The superintendent or designee will attempt to resolve the matter with the complainant and applicable staff member(s). The resolution may include designating the complaint to the supervisor or other administrator.
- C. If the matter is not resolved, the complainant may submit a written complaint to the superintendent's office for consideration by the board of directors. The written complaint shall include the following information:
 - i. The complainant's name, mailing address, telephone number, and email address;
 - ii. The relevant facts and information to be considered;
 - iii. The desired solution or remedy to the complaint.
- D. The board has sole discretion to take any of the following steps to resolve the complaint:
 - i. Delegate resolution of the complaint to the superintendent, within the scope of the superintendent's professional discretion, with no further consideration or action by the board;
 - ii. Consider the written complaint and respond to the complaint in writing;
 - iii. Meet with the complainant and the superintendent.
- E. Complaints against staff shall be handled confidentially, affording the employee an opportunity to participate. Any formal action by the board resulting from this procedure that adversely affects the employment status of an employee must comply with applicable board policies, statutes, employment contracts, and collective bargaining agreements.