

PROCEDURE - PATRON/PARENT GRIEVANCES

4312P

When formal requests are presented for the District's response to a matter under the provisions of Policy No. 4312, the following procedures shall control:

A. Step 1

Patrons wishing to avail themselves of this grievance procedure shall first attempt direct, personal resolution of the issue with the teacher or service employee involved. Should that be unsuccessful, the complainant may appeal the matter in writing to the next higher level. Such appeals shall state the reasons for the complaint and the relief desired.

It should be noted:

(1) Levels of review in order are:

- (a) teaching or a service level within a building,
- (b) building administration level,
- (c) Superintendent's level, and
- (d) Board of Directors level.

(2) Criteria for determining the disposition of a grievance shall include:

- (a) District employee (e.g., teacher, administrator, secretary) behavior must be fair, just and otherwise appropriate, including compliance with statutes, policies, contracts and rules;
- (b) arbitrary or capricious decisions will not be supported;
- (c) all other matters being equal, the primary criteria for determining the disposition of a grievance shall be educational appropriateness.

B. Step 2

The principal, or other supervisor responsible at the level receiving an appeal, will meet with the complainant at a mutually convenient time within ten (10) working days of receipt of the written complaint. Within five (5) working days of this meeting, the principal will provide a written response to the complainant stating reasons for their decision.

C. Step 3

If the complainant still does not consider the matter resolved, the complainant may file a written appeal to the Superintendent within ten (10) working days of the final meeting in Step 2. The written appeal to the Superintendent will include the reasons for the complaint and the solution desired. The

Superintendent (or their designee) will then meet with the complainant and the building principal within ten (10) working days of the receipt of the written appeal. Within five (5) working days of this meeting the Superintendent will communicate their decision, with supporting reasons, in writing, to the complainant and building principal. For all appeals of trespass notices issued by the district, the Superintendent's decision shall be the final step in the district's appeal process.

D. Step 4

Within ten (10) working days of receiving the decision of the Superintendent, the complainant may appeal to the Board. This appeal, directed through the Secretary of the Board, will be in writing and will be accompanied by a copy of the appeal and decision rendered at Step 3.

The Board will consider the matter at its next regularly scheduled meeting providing appeal is received by the Board's Secretary four (4) work days prior to that scheduled meeting.

The meeting at this level will consist of the Board, Superintendent, principal and complainant.

Within five (5) working days following this meeting the Board will provide a written decision, with supporting reasons to all parties involved.

E. Unique or Unusual Circumstances

In instances which do not directly fit the circumstances outlined above, the request for treatment under Policy No. 4312 may be directed to the Superintendent who will then authorize appropriate adjustment of procedures for the particular issue presented.

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