

## Title: Public Complaints

The Board of Directors recognizes that situations may arise in the operation of the District which are of concern to parents or members of the public. An attempt should be made to resolve concerns at the level of decision-making closest to the matter of concern.

It is the responsibility of District employees to consider and respond to the questions of parents and members of the public.

Whenever a complaint or concern is brought to the attention of the Board, it will be referred to the superintendent to be resolved. Prior to Board action however, the following should be completed:

- a. Matters should first be addressed to the teacher or employee.
- b. Unsettled matters from (a) above or problems and questions about individual attendance centers should be addressed to the employee's building principal or supervisor.
- c. Unsettled matters from (b) above or problems and questions concerning the school district should be directed to the superintendent.
- d. If a matter cannot be settled satisfactorily by the superintendent, it may then be brought to the Board for consideration. To bring a concern, the individual shall notify the Board president, or notify a Board member, who will bring it to the attention of the Board president, who then may bring it to the attention of the entire Board.

It is within the discretion of the Board to address complaints from members of the public, and the Board will only consider whether to address complaints if the complainant has complied with this policy. The Board is not obligated to address a complaint and may defer to the decision of the superintendent. If the Board decides not to address a complaint, the decision of the superintendent shall be final. If the Board decides to address a complaint, its decision shall be final.

When there are other more specific complaint procedures for a particular matter, such complaints will be addressed under those procedures.

## Cross References:

218, 221

## Legal References:

Iowa Code section 279.8

Approved: Apr. 14, 1987

Reviewed: March 22, 2005  
February 24, 2015

Revised: Apr. 27, 2000  
April 27, 2010  
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