

PATRON & PARENTAL COMPLAINT FORM

All patron/customer complaints should first be discussed directly with the staff member involved and/or directing principal so that resolution to the problem may be reached. If the problem cannot be resolved at the building level, the patron/parent complaint procedure should be followed.

Patron/Parent – Please complete this form **if you have not been able to resolve an issue at the school level working with the building principal.** Resolution means that the patron or parent has spoken with the head principal and that the principal has had adequate time (a maximum of 5 working days) to investigate and reply to this matter. If a resolution is not achieved at the building level, please forward this form to the address at the bottom of the second page. You will hear from the appropriate administrator within three working days of receipt of your complaint regarding a timeline for a response.

Name of Person Filing Complaint _____

Name of Learner (if applicable) _____

Relationship to Learner _____

School _____ Date Problem Occurred: _____

Description of Concern: (Describe in your own words the nature of the complaint)

What steps would you like to see taken to resolve this problem?

Please Print Your Name: _____

Address: _____

Email Address: _____ Phone: _____

Please mail your form to: Office of the Superintendent, 207 Main Ave W, West Fargo, ND 58078
or e-mail it to: aseverson@west-fargo.k12.nd.us. You will be contacted by the appropriate administrator within three working days of the receipt of this complaint.