

PUBLIC COMPLAINTS
[ISBA Code: 8200]

The Board recognizes that situations may arise in the operation of the school corporation which are of concern to parents or the public. The Board believes all concerns should be resolved at the lowest level of decision making by the individuals closest to the concern. The concerns are best dealt with through communication with appropriate staff members and the Board.

Complaints should be addressed as close to the concern or source of complaint possible. Problems relating to an individual classroom should first be brought to the attention of the teacher involved. Problems relating to a particular school should be brought to the attention of the building principal. Problems involving specific areas such as special education, transportation, or food service, should be called to the attention of the administrator who has responsibility for that program. The superintendent or designee can direct persons to the appropriate person to respond to a specific complaint.

Complaints about individual school personnel should first be brought to the attention of that individual and then to that person's immediate supervisor.

If a complaint is not addressed in a timely manner or if the complainant is not satisfied with the disposition of the complaint, the complainant may appeal to the next higher level.

Any complaints or concerns which any person desires to make to the Board may be presented or referred in writing to the superintendent, who may bring them before the Board.

Complaints/Concerns Made to School Board Members

Whenever a complaint is made directly to the Board as a whole or to a Board member as an individual the complainant should be referred to the appropriate school administrator for resolution. Board members should direct patrons to the person best able to resolve the complaint.

Procedures for Parental Complaints:

- A complaint should first be discussed with the teacher and principal of the school with the object of resolving the matter.
- Should the matter remain unresolved, the parent should communicate with the superintendent who will, if requested, meet with the person lodging the complaint. The superintendent will as soon as possible communicate with the person lodging the complaint in order to discuss the disposition of the matter.
- An appeal from the decision of the superintendent may be made in writing to the Board of Education.

If necessary, the administration, the person who made the complaint, or the employee involved will meet with the Board for the purposes of appeal and a decision by the Board. All parties involved will be asked to attend such a meeting for the purpose of presenting additional facts, providing further explanations, and clarifying the issues. The Board will conduct such meetings in a fair and just manner and may request a disinterested third party to function as moderator to help reach a satisfactory solution.

Board Adopted: October 13, 1997

Board Revised: February 5, 2024