

Patron Complaint Form

PATRON COMPLAINT PROCEDURE

The Board of Education has approved a Patron Complaint Procedure:

In the event of a patron complaint, the patron should initially attempt to resolve the difficulty by meeting with the employee. In the event that the matter cannot be resolved by a patron-employee conference, then the following steps, in this order, shall be used to resolve the matter:

- A. Patron-employee-building principal
- B. Patron-employee-building principal-superintendent
- C. Patron-employee-building principal-Board of Education

The substance of any patron complaint conveyed to an administrator shall be conveyed to the employee in a timely fashion. No disciplinary action shall be initiated by the Board or Administration toward a professional employee concerning any complaint made by a patron unless the employee has been notified of the complaint, its substance, the identity of the patron and the complainant has followed the steps above.

