

Tumwater School District Procedures

COMPLAINTS CONCERNING STAFF OR PROGRAMS

Most complaints can be resolved by informal discussions between the citizen and the staff member. Should the matter not be resolved, the principal shall attempt to resolve the issue through a conference with the citizen and the staff member. The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above:

1. If the problem is not satisfactorily resolved at the building level, the citizen should file a written complaint with the superintendent which describes the problem, and a suggested solution. The superintendent should send copies to the principal and staff member.
2. The principal and staff member shall respond to the superintendent in writing or in person.
3. The superintendent shall then attempt to resolve the matter through a conference with the citizen, staff member, and principal. The Superintendent will respond in writing to the complaining party as expeditiously as possible but in no event later than thirty (30) calendar days following the conference.
4. If the matter is still not resolved, the complainant may appeal to the Board by filing a written notice of appeal with the Superintendent on or before the tenth day following
 - A. the date upon which the complaining party received the Superintendent's response, or
 - B. the expiration of the 20-day response period provided by this section, whichever comes first.
5. The Board shall consider the complaint on or before the twentieth day following the filing of the written notice of appeal. The parties shall be allowed to present such witnesses and testimony as the Board deems relevant and material. If the complaint is against a staff member, the complaint shall be handled in executive session in the presence of the staff member. If such action may adversely affect the contract status of the staff member, the board shall give written notice to the staff member of his/her rights to a hearing.

The Board shall render a written decision within ten (10) days and shall provide a copy to all parties involved. The decision of the Board shall be final.

ADOPTED: June 30, 1983
REVISED: April 11, 2013