



Book	Policy Manual
Section	4000 - Community Relations
Title	Complaints Concerning Staff or Programs
Code	4220 Procedure
Status	Active
Adopted	December 12, 2013
Last Revised	February 1, 2020

Most complaints can be resolved by informal discussions between the parties involved at the lowest level in the chain of command. The district would ask that persons with a complaint try this method first before elevating the concern to the next level. Should the matter not be resolved at the lowest level, the following procedures will be followed:

1. The complainant will schedule a meeting with the immediate supervisor of the staff member for which there is a complaint to try and resolve the issue;
2. If the problem is not satisfactorily resolved at the building or department level, the complainant should file a written complaint with the superintendent which describes the problem, and a suggested solution (Policy 4220 F1). The superintendent should send copies to the principal/supervisor and staff member;
3. The principal/supervisor and staff member will respond to the superintendent in writing or in person;
4. The superintendent will then attempt to resolve the matter through a conference with the complainant, staff member, and principal/supervisor;
5. If the matter is still not resolved, the superintendent will present the issue to the board. If the complaint is against a staff member, the board may discuss the complaint. The staff member may request that the board discuss the issue in an open meeting. The board will attempt to make a final resolution of the matter. Any formal actions by the board must take place in an open meeting. If such action may adversely affect the contract status of the staff member, the board will give written notice to the staff member of his/her rights to a hearing.

Date:
12.12.13
10.14
02.19
02.20



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