

Sun Prairie Area School District

Section B Operations

## **POLICY BDDI PUBLIC CONCERNS AND COMPLAINTS**

**Adopted by the School Board:** December 19, 1988

**Revised by the School Board:** February 16, 1990; April 22, 1996; March 21, 2011; July 23, 2012; August 26 2019.

**Technical Revision:** April 24, 2017

**Delegated to Administration:** July 10, 2023

**CROSS REF.:** BAA, Board Operations; BAA-R, School Board Operating Principles and Ground Rules; BDDI-R(1) Procedures for Responding to Public Concerns and Complaints; BDDI-R(2) Procedures for Responding to Employee Concerns and Complaints; GBA Employee Discrimination and Harassment; GBA-R Employee Discrimination and Harassment Complaint Procedures; B Student Discrimination and Harassment; GBM Employee Grievances (Discipline, Termination and Workplace Safety); IKE Promotion Criteria For Grades 3-8; Procedure IKE-R Promotion Criteria For Grades 3-8; JB-R Student Discrimination and Harassment Complaint Procedures; Procedure JBA-R Bullying, Cyber-Bullying and Hazing Complaint Procedures; JEB Admission To Kindergarten And First Grade (Entrance Age); IGBA Programs for Students with Special Education Needs; JO Student Records; Exhibit JO-E(1) Student Records Notice; JG Discipline, Suspensions, And Expulsions Of Students; KLB Handling Complaints About Learning Materials and the Curriculum; KLB-R, Procedures for Handling Complaints about Learning Materials and the Curriculum; Extracurricular Rules and Regulations Handbook.

The Sun Prairie Area School Board expects employees to act in a professional manner and in accord with accepted educational practice and adopted policies, and furthermore presumes that citizens and employees are both committed to act in the best interest of students. Further, the school district recognizes the right of individuals to share concerns or present complaints about practices occurring in the schools or district.

A concern is defined as “a cause of anxiety or worry.” A complaint is defined as “a statement that a situation is unsatisfactory or unacceptable.” For the purposes of this policy, the terms are used interchangeably and the process for resolving concerns or complaints is identical.

The Sun Prairie Area School Board relies on its teachers, staff, and administrators to resolve such concerns or complaints of citizens. It is the policy of the district to provide for such resolutions first at the level most directly involved and in an informal manner, whenever possible. Further, if such resolution cannot be accomplished, procedures shall be available for review at the highest administrative level with an ultimate opportunity for appeal to the School Board.

In order to facilitate effective communication and resolve complaints or concerns between the school district and its various publics, the following principles shall be used to address concerns or complaints efficiently and effectively. Citizens, in presenting a concern or complaint, shall:

1. Be provided a reasonable amount of time to present or discuss the concern or complaint with the appropriate district staff member.
2. Have the right to present their information and perspective free from interference, discrimination, or retaliation against either him/herself or any of his/her family.
3. Be acknowledged for receipt of and receive a response to the issue as soon as possible.
4. Be able to refer a complaint or concern to the next higher level if a response has not been provided within procedural timelines, or if the response is not deemed satisfactory.
5. Have the right to be accompanied and/or advised by a representative of his/her choice. Further, if the citizen's representative is a legal counsel, the citizen must advise the appropriate school official at least two (2) business days in advance of the applicable meeting so a determination can be made whether the school district's attorney and/or collective bargaining representative(s) also need to be present.
6. Exhibit common courtesy and civility in contacting and dealing with school district employees.

Nothing in this policy or procedure is intended to supersede the procedures for resolving complaints, concerns, grievances, etc., as identified in other policies of the district, including, but not limited to:

- Employee Discrimination and Harassment (See Policy GBA/Procedure GBA-R).
- Employee Grievances: Discipline, Termination, and Workplace Safety (See Policy GBM).
- Promotion Criteria for Grades 3-8 (See Policy IKE/IKE-R)
- Student Discrimination and Harassment (See Policy JB/Procedure JB-R).
- Student Bullying, Cyber-Bullying and Hazing Complaint Procedures (See Policy JBA-R).
- Special Education and Programs for Students with Special Education Needs (See Policy IGBA) See also, the Individuals with Disabilities in Education Act (IDEA).
- Entrance Age (See Policy JEB/ Procedures JEB-R(1) and JEB-R(2)).
- Student Records (See Policy JO/JO-E(1)).
- Discipline, Suspensions, And Expulsions Of Students (See Policy JG).
- Complaints About Learning Materials and the Curriculum (See Policy KLB/Procedure KLB-R).

- Extra-Curricular Rules and Regulations (see Extra-Curricular Rules and Regulations Handbook and WIAA Regulations).

If a separate procedure applies to a complaint or concern submitted under Policy BDDI, the school district employee may decline to process the complaint or concern under Policy BDDI and refer citizen to the applicable policy or handbook provision governing the citizen's complaint or concern.