KACA - PATRON COMPLAINTS

Individual board members have no authority to resolve complaints and the Board believes patron complaints should be resolved at the lowest level of authority possible. Therefore, whenever a complaint is made to an individual board member or the Board as a whole, it will be referred to school administration for processing at the lowest possible level of administrative authority.

If the complaint is not satisfactorily remedied at the lowest possible level of administrative authority, either party may refer the matter to the Superintendent or designee for investigation. The Superintendent or designee shall follow established procedures to complete the investigation within a reasonable deadline in accordance with any applicable deadline in law.

If all other remedies have been exhausted, a complainant may request that the matter be placed on the agenda of the next regular school board meeting. However, the Board will not hear, consider, or act upon complaints that have not been investigated at each appropriate level of authority. Additionally, the Board will not hear, consider, or act upon complaints for which specific complaint resolution procedures have been established that do not allow for board review of the complaint, including, but not limited to, complaints about personnel, complaints about instructional material, and complaints about unlawful harassment or discrimination.

Anonymous Complaints
Anonymous complaints alone provide no avenue for response or redress of the complaint. An unsigned complaint will not be read or acted upon at any board meeting. Anonymous telephone complaints will not be brought to the Board by any individual board member, administrator, or other employee. No disciplinary action will be initiated based solely on an anonymous complaint; however, the administration may investigate anonymous complaints received.

Parental Complaints
While parents enjoy a unique relationship with schools and are the recipients of special communications concerning school events and programs as well as communications concerning their own child's education, parents shall use the same channels of processing complaints as other citizens.

Complaints for which specific resolution procedures are provided shall be directed through those channels. These include, but are not limited to, complaints about personnel and complaints about instructional materials, complaints about unlawful harassment or discrimination, and complaints regarding student education records and amendments.

Complementing NDSBA Templates (may contain items not adopted by the Board)

- AAC, Nondiscrimination and Anti-Harassment Policy

- AAC-BR1, Discrimination and Harassment Grievance Procedure
- AAC-BR2, Title IX Sex Discrimination Grievance Procedure
- CCB, Superintendent Grievance Procedure
- DGAA, Teacher Grievance Procedure
- FGA-BR1, Student Education Records Access and Amendment Procedure
- GAAC, Patron Compliant About Instructional Materials
- GAAC-BR, Procedure for Reviewing Complaints about Instructional Resource Material
- KACB, Complaints about Personnel
- KACB-E1, Patron Complaint Form-Personnel Complaint

End of Hope-Page School District 85……Amended 4/9/2025