



**Shorewood**  
SCHOOL DISTRICT

**Operational Expectations Monitoring Document  
OE-3 Treatment of District Families & Caregivers, Students and Staff**

**Certification of the Superintendent: *With respect to Operational Expectation 3 (Treatment of District Families & Caregivers, Students and Staff), taken as a whole, the Superintendent certifies that the proceeding information is accurate and complete, and is:***

- In Compliance**
- In Compliance with Noted Exceptions**
- Not in Compliance**

**Signed:** Laurie Burgos, Superintendent

**Date:** September 24, 2025

**Executive Summary**

Following 2024 revisions to this and other Operational Expectations Monitoring Reports, OE 3 focuses on policy, administrative procedures, and the management of confidential information and complaints, specifically around concerns of discrimination and/or harassment involving District families, caregivers, students and staff.

**Summary of Compliance**

For the 2024-2025 school year, both OE 3 indicators outlined below are in compliance:

- **3.1** - Protect confidential information; and
- **3.2** - Effectively handle complaints.

**Areas for Continuous Improvement**

With the 2025-2030 Strategic Plan now in place, and establishment of a culture of growth and belonging and strong partnerships key strategic priorities, we note the following opportunities for continuous improvement:

- Ensure initiatives to increase pathways for families, caregivers, students and staff to engage with the District are aligned with OE 3 policy goals; and
- Augment annual, required staff training (FERPA, Title IX, Discrimination) with additional learning opportunities to build awareness and understanding about evolving compliance requirements and best practices.

**Disposition of the Board: *With respect to Operational Expectation 3 (Treatment of District Families and Caregivers, Students and Staff), the Board:***

- Accepts the report as fully compliant**
- Accepts the report as compliant with noted exceptions**
- Finds the report to be noncompliant**

**Summary Statement/Motion of the Board:**

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**Signed:** \_\_\_\_\_, **Board President**      **Date:** \_\_\_\_\_

**OE-3: Treatment of District Families & Caregivers, Students and Staff**  
 The Superintendent shall maintain a District culture that encourages the involvement of all District families and caregivers, students and staff, treating them with respect, dignity and courtesy. Oversight of the District will address District families and caregivers, students and staff with empathy and sincere consideration.

Superintendent Interpretation:

- **Staff** shall mean all persons who are employed in any capacity by the District.
- **A District culture** shall mean a manner of behaving and operating respectfully, with dignity and courtesy as evidenced by actions, protocols, practices, and procedures outlined in Board and District policies.

Board Comments:

<b>OE 3.1</b> <b>Protect confidential information.</b>	<u>Superintendent</u>	<u>Board</u>
	<b>Compliant</b>	<b>Compliant</b>
	<b>Compliant with Exceptions</b>	<b>Compliant with Exceptions</b>
	<b>Not Compliant</b>	<b>Not Compliant</b>

Superintendent Interpretation:

- **Protect** shall mean processes and procedures to receive, disseminate, process, or store official records in the District, so that third parties are not able to determine the confidential identity of others.
- **Confidential** shall mean a category of information that is not made public (except as provided for by law) and is only communicated to authorized personnel (who require the information for legitimate professional purposes).

<b>Board Indicator 1:</b> There is no unauthorized release of confidential information in the District as evidenced by the lack of complaints resulting from such release.	<u>Superintendent</u>	<u>Board</u>
	<b>Compliant</b>	<b>Compliant</b>
	<b>Not Compliant</b>	<b>Not Compliant</b>

Evidence:  
 The District handles a wide variety of student and staff information, and is charged with protecting its confidentiality in compliance with state and federal law, District Policies [8350](#) (Confidentiality), [8320](#) (Personnel Records), [8305](#) (Information Security), and others that address student and staff privacy.  
 In 2024-2025, there was no unauthorized release of confidential information and, therefore, no complaints.

<b>Board Indicator 2:</b> There is no favorable (Claimant wins over District) grievance or legal action taken against the District for unauthorized release of confidential information.	<u>Superintendent</u>	<u>Board</u>
	<b>Compliant</b>	Compliant
	Not Compliant	Not Compliant

Evidence:  
 There were no unauthorized releases of confidential information in 2024-2025, and therefore, no legal action.

Board Comments:

<b>OE-3.2</b> <b>Effectively handle complaints.</b>	<u>Superintendent</u>	<u>Board</u>
	<b>Compliant</b>	Compliant
	Compliant with Exceptions	Compliant with Exceptions
	Not Compliant	Not Compliant

Superintendent Interpretation:

- **Effectively handle** shall mean to abide by established procedures to address concerns as necessary and resolve such concerns with a defined course of action per [District Policy 9130](#) - Public Requests, Suggestions, or Complaints
- **Complaint** shall mean a concern for discrimination and/or harassment received by administration.

<b>Board Indicator 1:</b> Complaints not involving students are resolved without legal action or by the District being declared the prevailing party when formal hearings or litigation results.	<u>Superintendent</u>	<u>Board</u>
	<b>Compliant</b>	Compliant
	Not Compliant	Not Compliant

Evidence:  
 District Policy [2260](#), [3122](#), [5517](#) and others outline the complaints process, and related investigative procedures, related to concerns about discrimination and/or harassment.

Policy [9130](#) (Public Requests, Suggestions, or Complaints), and administrative procedures provide direction and support to families, caregivers, students, and staff regarding submission of other complaints, including concerns regarding instructional materials.

There were no formal complaints not involving students that resulted in legal action during the 2024-2025 school year.

<p><b>Board Indicator 2:</b>                  Complaints received from parents or caregivers involving schools (including students) are handled by the Student Services Office, per the requirements of the Department of Public Instruction’s Pupil Nondiscrimination and Education Equity report, which takes into account the nature of the complaint and is documented in the Office of Civil Rights Non-Discrimination Report.</p>	<p><u>Superintendent</u></p> <p><b>Compliant</b></p> <p>Not Compliant</p>	<p><u>Board</u></p> <p>Compliant</p> <p>Not Compliant</p>
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Evidence:  
 Any formal complaints received were submitted to the District’s Title IX Coordinator and Compliance Officer (Special Education and Student Services), per the requirements of the Department of Public Instruction’s Pupil Nondiscrimination and Education Equity report.

A due process complaint filed against the District was dismissed.

Complaints were documented and will be filed as needed/required in the Office of Civil Rights Non-Discrimination Report, which is a lagging report; per requirements, the most recent Civil Rights Non-Discrimination Report filed was for the 2023-2024 school year.

Board Comments: