POLICY – COMPLAINTS CONCERNING STAFF OR PROGRAMS 4220

All citizens of the District have the right to offer constructive criticism and to question the policies and procedures of the District and the schools. The Board recognizes the duty of the District to consider, objectively and responsibly, complaints regarding the District's practices, services and/or decisions. At the same time, the Board has confidence in its staff and programs and will act to protect them from unwarranted criticism or disruptive interference. Complaints received by the Board or a board member will be referred to the Superintendent for investigation.

The Superintendent will develop procedures to handle complaints concerning staff or programs. Complaints regarding instructional materials should be pursued in the manner provided for in the District's policy regarding Course Design, Selection and Adoption of Instructional Materials.

To facilitate response to complaints concerning staff or programs, the Board directs the Superintendent to establish procedures in accordance with the following standards:

1. The process for resolution of issues will begin as close to the organizational point of origin as possible.

2. If unresolved, the process will include opportunity for appeal to higher organizational levels and, if ultimately necessary, to the Board itself.

3. Complaint and dispute resolution procedures involving students with disabilities will be provided as described in the assurances and procedures referenced in District policies and procedures regarding education of students with disabilities. Complaints not eligible for processing under those assurances may be considered under the provisions of this policy.

Adopted: November 18, 1985

Amended: January 19, 2010
January 13, 2026

North Thurston Public Schools
Board of Directors