

## **Community Relations**

### **Complaints Concerning Staff or Programs: General**

Most complaints can be resolved by informal discussions between the parents/community members and staff members. It is imperative that throughout the complaint process all parties act in a civil and respectful manner. Complaints should be warranted and presented in a productive manner that is not disruptive, intimidating, or offensive. In instances where the supervising administrator perceives that interactions between parties is inappropriate, offensive, intimidating or disruptive, he/she may require communications and interactions be facilitated directly by him/her or by his/her designee until the matter is resolved.

Should the matter not be resolved, the principal or supervisor will attempt to resolve the issue through a conference with the parent/community member and the staff member.

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above:

1. If the problem is not resolved to the parent/community member's satisfaction at the building or department level, the parent/community member may file a written complaint with the Superintendent or his/her designee using form 4220F1 within (10) school days after the conference with the principal or supervisor unless the school district grants an extension for good cause. The complaint must describe the problem and a suggested solution.
2. If the complaint raises allegations or issues that are more appropriately addressed under another policy and procedure (e.g. Harassment, Intimidation and Bullying (HIB), Discrimination (Title IX), Special Education, or Section 504), the complaint will be transferred for processing under the appropriate policy and procedure;
3. The Superintendent or designee will provide the principal/supervisor and staff member with a copy of the written complaint. The principal/supervisor and staff member will be provided an opportunity to respond to the complaint in writing or in person;
4. The Superintendent or designee will then attempt to resolve the matter through a conference with the parent/community member, staff member, and principal or supervisor. If a resolution is not reached, the Superintendent will issue a written response to the complaint within (20) twenty school days of the conference or, if a conference is not held, within (30) thirty school days of the Superintendent's receipt of the complaint unless otherwise agreed to by the complainant or if exceptional circumstances related to the complaint requires an extension. If an extension is needed, the school district will notify the complainant in writing of the reasons for the extension and the anticipated response date;

5. If the parent/community member is not satisfied with the Superintendent's response, he/she may submit a written request for review by the board.
6. The written request must be submitted within (5) five school days of receiving the Superintendent's response unless the school district grants an extension for good cause. If the complaint is against a staff member, the staff member may request that the board discuss the issue in an open meeting, or in an executive session in the presence of the staff member. The board will consider the request for review and issue a response within (5) five school days following the board's next regular board meeting. The board may discuss the complaint in an executive session, but any formal actions by the board must take place at an open meeting. If such action may adversely affect the contract status of the staff member, the Board shall give written notice to the staff member of his/her rights to a hearing.

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