



Capital School District Board of Education Policy

Section: Board Governance
Title: Complaints Policy
Policy #: 100-24
Date Approved: 06/20/12
Date Revised: 03/27/12

PUBLIC COMPLAINTS

Although no member of the Capital School District community shall be denied the right to petition the Board for redress of a grievance, the complaints will be referred back through the proper administrative channels for solution before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations only.

The Board advises that the proper channeling of complaints involving instruction, discipline, or learning materials is as follows:

1. Teacher
2. Principal
3. Superintendent (or designee)
4. Board of Education

COMPLAINTS ABOUT SCHOOL POLICIES CONCERNING THE CAPITAL SCHOOL DISTRICT

Although no member of the Capital School District community shall be denied the right to petition the Board of Education concerning local individual school policies, the complaints will be referred back to the local school administration for solution before investigation, or action, by the Board of Education. The Board of Education advises that the proper channeling of complaints concerning local school policies is as follows:

1. Principal of local school whose policy is being challenged
2. Superintendent (or designee)
3. Board of Education

COMPLAINTS ABOUT SCHOOL FACILITIES AND SERVICES IN THE CAPITAL SCHOOL DISTRICT

Although no member of the Capital School District community shall be denied the right to petition the Board of Education concerning facilities and services in the Capital School District, the complaints will be referred back to the appropriate administrative officials for a solution before investigation, or action, by the Board of Education.

The Board of Education advises the public that the proper channeling of complaints concerning Capital School District services or facilities is as follows:

1. The administrator in charge of the service of facility

2. Superintendent for Board of Education

COMPLAINTS ABOUT SCHOOL PERSONNEL IN THE CAPITAL SCHOOL DISTRICT

Realizing that education is a human-to-human relationship and that such relationships may at times cause stress, the Capital School District Board of Education mandates the following procedures concerning complaints about Capital School District personnel:

1. All complaints, to be given proper attention, must be reduced to writing, signed, and addressed properly to the person's *immediate supervisor*. A complainant may contact the district office to find the proper *immediate supervisor*.
2. All such complaints must be delivered or mailed to the immediate superior of the person at which time the superior will notify the person about whom the complaint is made. (See the Master Agreement signed between the Capital School District Board of Education and the local teacher organization concerning the specifics of this relationship.)
3. All such complaints shall be specific and void of personal abuse, and/or excessive emotionalism, either to the Capital School District, its Board of Education or the person(s) being discussed.
4. All such complaints shall, upon receipt, be weighed, analyzed, and discussed with all proper school authorities and finally would be acted upon by the immediate superior of the person being discussed. The party submitting the original complaint shall also be informed as to the nature and direction of the action taken by the school authorities. In no case shall any individual's rights under the law be pre-empted by these policies as established by the Board of Education.

GENERAL PARENTAL COMPLAINTS/CONCERNS

1. General complaints by parents regarding any matter of school operations must be reduced to writing on the Capital School District concern form, signed, and forwarded to the appropriate supervisor, department, or Superintendent's office. This form is available at the district office.
2. All such complaints shall, upon receipt, be weighed, analyzed, and discussed with all proper authorities and finally would be acted upon by the appropriate person for resolution of the complaint/concern. The party submitting the original complaint shall also be informed as to the nature and direction of the action taken by authorities.