

Cache County School District

Policy Series 7000: Community

Policy No. 7000

Patron Relationships

A proper procedure for handling patron complaints and problems is necessary to maintain a high level of confidence in the Board of Education and its administration.

With respect to patron relationships, the following policies and guidelines are set forth:

Policies

- A. The Board of Education welcomes patron input in any or all matters related to the school according to guidelines. B. All regular Board of Education meetings will provide opportunities for patrons of the school district to speak to the Board on any and all issues related to school district operation according to guidelines.
- C. Patrons with problems or concerns should first direct their complaints to the school or department most able to resolve it, then to the superintendent of schools and then to the Board of Education.
- D. Board members cannot function individually to solve patron problems or concerns, but may advise the superintendent of those patron problems or concerns which are of sufficient consequence to be carefully watched and evaluated over time.
- E. In the event that a patron complaint or problem cannot be resolved by the school district administrative staff, the Board may conduct a hearing which is open to all parties to the complaint or problem and at its discretion, will render a decision concerning it.

Guidelines

- A. Each regularly scheduled board meeting agenda will allow for patron input on matters related to school district operation as follows:
 - 1. Requests to speak to the Board must be made in writing, stating the purpose, a minimum of 48 hours prior to board meeting.
 - 2. The Board President shall review the requests to speak to the Board, screen them, and adjust the board agenda accordingly.
 - 3. Patrons who speak to the Board should not expect action by the Board during the meeting, but subsequently only at the Board's discretion.
- B. During the board meeting, any individual or group may address the Board concerning any subject within its jurisdiction and subject to the following rules:
 - 1. During the discussion of an item on the agenda, the president of the Board may call on individuals to answer questions or make a statement.
 - 2. During the discussion of an item on the agenda, any interested person may request that he be heard by the Board of Education under proper rules of propriety. Individuals or groups making presentations to the Board shall be courteous and proper. Boisterous conduct and remarks which are discourteous, abusive, profane or obscene will be controlled by the president of the Board.

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3. Discussion by an individual or group may be limited in time at the discretion of the president of the Board.
 4. Questions from individuals or groups are to be asked of the Board as a whole and may not be asked of any individual member of the Board or administrative staff.
 5. It shall be in order for members of the Board to interrupt a speaker at any time to ask questions in order to clarify the discussion.
 6. No person shall present totally or discuss at any board meeting complaints against individual employees of the Cache County School District. Such charges or complaints shall be restricted to a Board hearing in executive session.
- C. When school patrons discuss problems with a member of the Board of Education, that member should listen politely and direct the individual to talk the matter over with the person concerned at the school or department level or with the Superintendent.
- D. The superintendent will meet monthly with individual board members to be advised of patron complaints.
- E. All administrative Officers in the School District are obligated to see patron problems and complaints through to a successful conclusion if possible.
- F. If a patron complaint or problem is not resolved at the school\department level, the school superintendent or designee, at the patrons request, may hear the complaint and work toward a satisfactory conclusion.
- G. If a patron complaint or problem is not satisfactorily resolved by the superintendent or his designee, a patron may request a hearing before the Board of Education as follows:
1. A patron must make a written request for a hearing, identifying specifically the claimed violation and the relief requested.
 2. The Board shall review the request and upon its merits, decide whether or not to conduct a hearing.
 3. The Board shall conduct the hearing within thirty (30) days of receipt of a written request unless the hearing is postponed by mutual consent. The Board shall notify all parties involved in writing of the time and place of the hearing.
 4. If the hearing involves complaints or charges about an employee, it shall be heard by the Board in executive session.
 5. The Board shall notify all parties involved of its decision, if any, in writing within fifteen (15) days after the hearing.

Legal References:

Synopsis:

Approved by the Board of Education: September 1, 1993