

PUBLIC CONCERNS AND COMPLAINTS

This policy is intended to ensure that the district has a clear, consistent process to address concerns and complaints. The Board believes that many concerns, complaints, and misunderstandings can be resolved through respectful and constructive conversations.

Parents, students or members of the public who have concerns or complaints are encouraged to seek a resolution at the lowest possible level.

This policy covers all complaints, with the exception of:

- A. Concerns and complaints regarding School Board actions or operations. Such concerns and complaints may be expressed to the Board Chair in writing or by direct communication. They may also be raised at a Board meeting during the period designated for public comment.
- B. Concerns and complaints about school personnel. Such concerns and complaints are to be initiated and addressed in accordance with the Board's policy KEB, Complaints About School Personnel.
- C. Concerns and complaints concerning instructional and library-media materials must be made by submitting IJJ-E, the "challenge form that accompanies the Board's policy IJJ, Selection of Instructional and Library-Media materials. Such complaints will be resolved as provided in the review procedure outlined in policy IJJ.
- D. Harassment concerns and complaints must be made by following policy ACAA.
- E. Sexual harassment complaints must be made by following policy ACAA.
- F. Concerns and complaints regarding bullying and cyberbullying must be made by following policy JICK.

If a concern or complaint cannot be resolved at the lowest level, the person with the concern or complaint may appeal the decision to the next level (e.g., School Principal, Director of Special Services, Curriculum Director, Transportation Supervisor, Director of Maintenance and Facilities, Director of Athletics and Activities, Assistant Superintendent).

If a complaint cannot be resolved at a lower level, it may be presented to the Superintendent. The person requesting the Superintendent's review must submit the complaint in writing, setting forth the specific facts on which the complaint is based and attaching all documents in support of the complaint. The Superintendent will provide a copy of the written complaint to appropriate personnel, as necessary.

If a complaint remains unresolved at the Superintendent's level, the person making the complaint may request that the matter be placed on the Board's agenda. The Board Chair will decide whether the complaint will be placed on a Board agenda. If a complaint is placed on an agenda, the Superintendent will invite the complainant, and any appropriate personnel, as necessary, to attend the meeting and will provide the Board members with a copy of the complaint and supporting documents.

The Board will determine the procedural rules for any meeting to hear a complaint. If a group submits a complaint that is placed on the Board agenda, a delegation of no more than two individuals must be designated to represent the group and to present the complaint to the Board.

At all levels of the complaint process, school system employees shall inform the person with the concern or complaint of their right to appeal the decision to the next level and identify the individual to contact.

It may be difficult to investigate an anonymous complaint when insufficient information is provided. In some cases, details must be verified with the complainant, and additional information may be required in order to conduct a thorough investigation.

This policy shall not be utilized by employees for matters or grievances relating to any term or condition of their employment. Such matters shall be addressed through established channels for employee grievances.

Cross Reference: BEDB – Agenda Preparation and Dissemination
 BEDH – Public Participation at Board Meetings
 IJJ – Instructional and Library/Media Materials Selection
 KEB – Complaints About School Personnel
 ACAA-Harrassment and Sexual Harassment of Students
 JICK-Bullying and Cyberbullying Prevention in Schools

Adopted: November 7, 2002

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