

Patron Complaints

General Statement of Policy

Individual Board of Education members do not have the authority to resolve complaints and the Board as a whole, believes that complaints should be resolved at the lowest level of authority possible. Therefore, whenever a complaint is made to District administration, an individual Board member, or the Board of Education as a whole, it will be referred to school administration for processing of the complaint. Administration will review the complaint and also refer the complaint to the lowest level of authority possible. Individuals who would like to make a complaint may do so using the attached reporting form.

Reporting Procedure

- Concerns relating to an individual classroom should first be brought to the attention of the teacher involved.
- Concerns relating to a particular school should be brought to the attention of the building principal.
- Concerns involving special areas such as transportation, food service, or special education, should be brought to the attention of the administrator responsible for the program.
- Concerns relating to discrimination and harassment will be handled in compliance with AP 4060/5060/6060
- Concerns relating to District sponsored student activities and organizations shall be handled in compliance with AP 4513 – Public Concerns About Co-Curricular Programs.
- Concerns relating to staff-student relations shall be handled in compliance with AP 5256 – Staff-Student Relations.
- Concerns relating to bullying will be handled in compliance with AP 6061 –Bullying Policy.
- Concerns relating to hazing will be handled in compliance with AP 6334 – Hazing Policy.
- Concerns relating to sexual harassment will be handled in compliance with AP 5050/6050 Title IX Policy.
- Concerns regarding a federal Title program will be handled in compliance with AP 5052/6052 – Dispute Resolution Policy.

Adopted 11/14/89
Reviewed 12/02
Revised 10/14/08
Revised 12/22/11
Revised 12/2013
Revised 7/2015
Revised 7/2016
Revised 7/2017
Revised 7/2022
Revised 6/2024
Revised 6/2026



COMPLAINT REPORT FORM

Complainant: _____ **Student/grade or Employee (circle)**

Home Address: _____ **Phone:** _____

School: _____ **Date:** _____

Summary of the Alleged Complaint/Conduct

1. Date(s) on which alleged conduct occurred:
2. Names of witnesses (please specify whether employee, student, or other):
3. Describe in detail (include where and when) the specific incident(s) that are the basis of this complaint. Include verbal statements (e.g. threats, demands), or physical threats that are relevant. (Use additional sheets if needed.)
4. Suggestion for remediation:

CERTIFICATION

I certify and affirm that I have read and understand the information requested in this form and that my statements in response to these requests are true and correct.

Signature of Complainant

Date

Please submit form to the appropriate Associate Superintendent.