

POLICY	103	Page: 1 of 2
SERIES	100	School District
SUBJECT	103	Concerns, Complaints, Questions - Students, Employees, Parents, Other Persons
Adopted		November 14, 2000
Revised		June 13, 2006; June 14, 2011; March 9, 2021
Reviewed		July 2026

I. PURPOSE

The purpose of this policy is to provide to students, employees, parents or other persons a clear and consistent process for addressing concerns, complaints or questions.

II. GENERAL STATEMENT OF POLICY

- A. Students, parents, employees or other persons, may report concerns, complaints or questions to the school district. Generally, it is most effective to address concerns, complaints or questions to the school district staff most directly involved. Therefore, students, parents, employees or other persons are encouraged to follow these guidelines:
 1. Any inquiry regarding a school-related matter should first be raised with the staff member involved. For example, questions regarding content of instructional materials or homework should be raised with the teacher.
 2. If the matter remains unresolved, it may be addressed to the building principal or assistant principal.
 3. If the matter is still unresolved, it may be addressed to the appropriate District administrator.
 4. If there is still no resolution, the matter may be addressed to the Superintendent.
 5. If there is still no resolution, the matter may be addressed to the School Board chair.
 6. Finally, there may be communication with the School Board as a whole during the Communication to the School Board and Administration.
- B. The Spring Lake Park School Board adheres to the Educational Leadership System, which is an approach for aligning the School Board, Administration, staff and public to increase learning for all students.
- C. While written reports are encouraged, a concern, complaint or question may be made orally.

- D. Any employee receiving a concern, complaint or question shall advise the principal or immediate supervisor of the receipt of the concern, complaint or question. The supervisor shall make an initial determination as to the seriousness of the concern, complaint or question and whether the matter should be referred to the Superintendent.
- E. A person may file a concern, complaint or question at any level of the school district; e.g., teacher/staff, principal, District administrator, Superintendent or School Board. However, persons are encouraged to file a concern, complaint or question at the building level when appropriate. Concerns, complaints or questions received by either the Superintendent or the School Board may be referred to the building level at the recipient's discretion.

III. RATIONALE

The school district takes seriously concerns, complaints or questions by students, employees, parents or other persons. If a specific concern, complaint or question procedure is provided within any other policy of the school district, the specific procedure shall be followed in reference to such a concern, complaint or question.