

## Community Relations

### Public Activities Involving Staff, Students and/or School Facilities

### Public Complaints About School Personnel or Relating to Schools

The Board recognizes that issues or complaints can best be resolved at the most immediate supervisory or administrative level. The Board further recognizes that staff should be given the opportunity to consider and respond to concerns.

The complainant shall first attempt to resolve the issue with the individual(s) as close to their origin as possible.

If the issue is not resolved the complainant shall submit his/her concern in writing to the building principal or appropriate supervisor. A meeting will be held within five (5) working days after receipt of the written concern. The principal/supervisor shall respond in writing with ten (10) working days following the meeting.

The following complaint procedures apply for general cases of concern. This procedure may not be utilized if other, more specific procedures, apply (e.g., pupil discrimination complaints, Section 504 complaint procedure; or IDEA complaints/due process requests).

#### Formal Complaint Procedures

##### A. Administrative Review

Following appropriate efforts to resolve a concern at the building or supervisor level and if there is no satisfactory solution reached, the concern may be submitted in writing to the Superintendent of Schools/designee within ten (10) working days. All formal complaints must include the name and signature of the complainant. The Superintendent or his/her designee will schedule a meeting after receiving the written concern. The Superintendent/designee shall upon review decide the merits of the concern, determine the action to be taken, if any, and report the findings and resolution of the issue to the complainant within fifteen working days.

The Board of Education shall be notified of written, signed complaints under review by the Superintendent/designee that have the potential of advancing to the Board.

##### B. Review/Hearing by Board of Education

If the complainant believes the complaint is not satisfactorily resolved by the Superintendent/designee, the individual may request in writing that the matter be reviewed by the Board of Education.

1. A written, signed complaint shall be submitted to the Board Clerk and to the Superintendent of Schools. The complaint must state briefly the underlying acts and a proposed resolution.
2. In order to determine the need for a hearing, the Board must determine if the complaint involves a substantial question of policy or importance to the District and if the

Administration's investigation was not sufficient. The Board, in its sole discretion, may deny the request for the hearing.

3. If the Board decides to conduct a hearing, the individual(s) named in the complaint and appropriate administrator shall be notified in writing and advised of his/her right to be present at the hearing.
4. The Superintendent or his/her designee shall notify in writing the complainant(s), the individual(s) named in the complaint, and other concerned persons of the date and time established for the hearing.
5. The hearing shall be conducted in a manner that provides due process to all participants.
6. The Board Clerk will provide the findings/decision of the Board in writing to the participants.

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