

HANDLING COMPLAINTS

The board encourages all complaints regarding the district to be resolved at the lowest possible administrative level. Whenever a complaint is made directly to the board as a whole or to a board member as an individual, it will be referred to the administration for study and possible resolution.

Individual or groups often confront a single board member with issues which usually should be handled by the administration of the school. In carrying out the policy for handling complaints, the board will observe the following procedures:

Neither the board as a whole nor any individual member of the board will entertain or consider complaints from employees, parents or patrons until the complaints have first been referred to the superintendent, who will determine who should receive the complaint.

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Only those cases where satisfactory adjustment cannot be made by a principal or the superintendent, shall the superintendent refer communications and complaints to the board. After hearing evidence submitted by the superintendent in such event, the board will, if it seems advisable, grant a hearing to the parties interested. Such hearings will be held during a regular or special session of the board.

In summary, it is recommended that if complaints or allegations are sufficiently serious to warrant intervention the following process should be implemented at the earliest possible time.

- Level 1: The patron having a concern with a staff member should address their concerns directly to the effected person. If not resolved the matter will be referred to administration
 - Level 2: The patron may choose to meet with the building administrator and staff member to address their concerns. If not resolved the matter will be referred to the superintendent.
 - Level 3: The patron may choose to meet with the superintendent and affected staff member(s) to address their concerns. If not resolved the information will be referred to the board of education.
 - Level 4: The superintendent shall submit all communications and complaints to the board of education and if necessary the board of education may grant a hearing to said parties during a regular or special session of the board of education.
 - Level 5: Hearing with the board of education at a scheduled meeting.
- In all cases, complaints or concerns should be handled through this process and in a timely fashion so as to meet the best interests of students, staff, patrons, and schools.