

## PUBLIC COMPLAINTS ABOUT SCHOOL PERSONNEL

### Complaints Against School Personnel

Complaints that are made by parents/guardians or other citizens about Evansville Community School District personnel, officials, programs, services, facilities or operations shall be processed according to the following procedures in order to ensure all complaints are handled consistently, fairly and expeditiously.

Any written complaint regarding a staff member made to any member of the administration by any parent/guardian, student or other person shall be immediately called to the attention of the staff member. The staff member shall be given an opportunity to respond to and/or refute such complaint.

A parent/guardian or other citizen who has a complaint shall be encouraged to resolve the matter informally by bringing the complaint to the attention of the District employee(s) or school official most directly associated with the concern.

### Complaints Against Administrative Staff

1. Complaints concerning administrators should first be made to the individual. However, if a citizen is not comfortable going first to the individual, they may go directly to step 2 or 3, depending on who the complaint is about.
2. If satisfaction is not reached there, the parent(s)/guardian(s) or employee shall complete a district complaint form and submit it to the district administrator. The district administrator will study the problem and work to attain resolution with the parties involved. If the parent prefers to make the complaint by phone or email, the district administrator may complete the form and send it to them for their return signature.
3. Complaints concerning the district administrator shall be made to the district administrator, then to the president of the school board. The board president will work to attain resolution with the parties involved. If the complainant prefers to make the complaint by phone or email, the board president may complete the form and send it to them for their return signature.
4. If the complaint still cannot be resolved, the district administrator, the person who made the complaint, or the board president may request an executive session of the Board for the purpose of further study and a decision by the Board.

Legal Ref.: Sections 120.12(2) Wisconsin State Statutes (School Board Duties)  
120.13 (School Board Powers)

Local Ref.: Policy #411.1 Rule – Student Discrimination Complaint Procedures  
Policy #511.1 – Employee Discrimination Complaint Procedures  
Policy #871 – Public Complaints About School Personnel  
Policy #872 – Request for Reconsideration of Instructional Materials