

PUBLIC COMPLAINTS ABOUT SCHOOL PERSONNEL

The Board places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful or negative criticism and complaints. When complaints are voiced against school employees, the following procedures apply:

Complaints Against Non-Administrative Staff

1. The employee may, at his/her option, take any of the following actions, or a combination of them:
 - (a) invite the parent(s)/guardian(s) to come to school to discuss the complaint,
 - (b) invite the student to be present, and
 - (c) ask the principal or supervisor to be present.
2. If either the parent(s)/guardian(s) or the employee is unsatisfied with the result of the discussion, either party may appeal to the building principal. If satisfaction is not reached there, the parent(s)/guardian(s) or employee should 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 a phone call, the district administrator may complete the form and send it for a return signature.
3. If the complaint still cannot be resolved, the district administrator, the person who made the complaint, or the employee involved may request an executive session of the Board for the purposes of further study and a decision by the Board.

Any written complaints regarding a staff member made to any member of the administration by any parent, 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 rebut such complaint, and shall have the right to be represented by legal counsel or the appropriate union at any meetings or conferences regarding such complaints.

Complaints Against Administrative Staff

1. Complaints concerning administrators should first be made to the individual.
2. If satisfaction is not reached there, the parent(s)/guardian(s) or employee should 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 are encouraged to first 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.

Complaints/Suggestions of a General Nature

Complaints or suggestions on improving the operations of the school district should be made to the district administrative offices. They may be made to the district administrator, or to a member of the district staff, depending upon the nature of the issue. If, after discussing the issue at a district level, the person or persons raising the issue still does not have satisfaction, their issue should be presented to the Board after being placed in writing or during the public input section of a school board meeting. The decision of the Board shall be final in all cases.

No complaint or appeal shall be heard, and no charges against any school employee shall be investigated or acted upon by the Board, unless reduced to writing, signed by the complainant, and presented to the Board through the district administrator. The Board shall then have a reasonable opportunity to investigate the complaint and call for discussion. The decision of the Board shall be final in all cases.

Insulting or abusing an employee on school property or in the presence of students by any citizen, parent(s)/guardian(s) or other person will not be tolerated. If a parent or other citizen becomes abusive or otherwise behaves improperly on school grounds, an administrator will first attempt to calm the person(s) or if unsuccessful, have them leave school grounds. If these attempts are not successful, the administrator or their designee may contact the police. Staff, board members or administrators sued as a consequence of performing their duties shall be provided necessary legal services by the District.