

## COMPLAINTS BY CITIZENS

Procedures for dealing with complaints concerning programs or practices should be governed by the following principles:

- when a complaint is received, the matter should be handled as near the source as possible;
- complaints should both be addressed and resolved expeditiously;
- complaints should be dealt with courteously and in a constructive manner; and,
- individuals directly affected by the complaint should have an opportunity to respond.

It will first be the responsibility of the building administrators to address questions and problems raised by members of the school district community.

If resolution is not possible by any of the above, individuals may bring their concerns to the attention of the Executive Director of Student & At-Risk Services or the Director of School and Community Relations within 5 school days of their discussion with the building administrator. Unresolved issues will then be referred to the Associate Superintendent. If the issue remains unresolved, it will then be referred to the Superintendent.

Specific procedures for handling complaints may be established in policies. The Board, consistent with its Board policy-making role, will deal with complaints concerning specific schools, programs or procedures only after the usual channels have been exhausted. Complaints regarding employees or complaints by students will follow the more specific policies on those issues.

When a complaint requiring attention is received by the Board or a Board member, it will be referred to the Superintendent. After all of the channels have been exhausted, the complainant may appeal to the Board by requesting a place on the Board agenda or during the public audience portion of the Board meeting.

### PUBLIC COMPLAINTS ABOUT EMPLOYEES

Prior to Board action, the following should be completed:

- (a) Matters concerning an individual student, teacher, or other employee should first be addressed to the teacher or employee.
- (b) Unsettled matters from (a) above or problems and questions about individual attendance centers should be addressed to the building principal or supervisor.
- (c) Unsettled matters concerning school district employees should be directed to the Associate Superintendent for Human Resources & Equity.
- (d) If a matter cannot be settled satisfactorily by the Chief Officer of Human Resources & Equity, it may then be brought to the Superintendent.

After these steps have been exhausted, a concern may be brought to the Board. To bring a concern regarding an employee, the individual may notify the Board president in writing, who may bring it to the attention of the entire Board. The item may be

placed on the Board agenda of a special Board meeting, which may be held in closed session.

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