

## COMPLAINTS BY CITIZENS

The Board recognizes that concerns regarding the operation of the school district will arise. The Board further believes that constructive criticism can assist in improving the quality of the education program and in meeting individual student needs more effectively. The Board also places trust in its employees and desires to support their actions in a manner which frees them from unnecessary or unwarranted criticism and complaints.

Procedures for dealing with complaints concerning programs or practices will be governed as set forth by regulation 109.0-R.

Legal Ref.: Iowa Code § 279.8 (2013).

Cross Ref.: 103.1 Anti-Bullying/Harassment Policy for Students and Adults  
 109.0-R Complaints by Citizens Regulation  
 109.0-E1 Complaint Form  
 211.0 Public Participation in Meetings of the Board of Education  
 402.4 Equal Employment Opportunity/Affirmative Action Policy  
 403.51 Resolution of Employee Complaints  
 503.3 Student Grievance Policy

ADOPTED: 3/10/03  
 9/2/05  
 7/21/14

Reviewed: 2/6/03, 9/2/05, 10/1/09, 3/6/14, 5/15/14, 2/4/16