

PUBLIC COMPLAINTS ABOUT SCHOOL PERSONNEL

Constructive criticism of the schools or school employees will be welcomed as a means toward improving the educational program. The Board, however, places trust in its employees and will protect them as far as possible from unwarranted criticisms and complaints. Personnel will be informed of the nature and source of any significant complaints against them. The credibility of anonymous complaints will be suspected at all times.

The following procedures are designed to ensure prompt and fair attention to complaints about school personnel. The employee who is the object of a complaint will be informed promptly and afforded the opportunity to present facts as he or she sees them.

Procedures

The following procedures are established to ensure that a citizen's complaint will be given respectful attention and that the integrity of the educational program will be upheld. "Complaint" as used below means criticism of particular school employees by a citizen of the district which includes or implies a demand for action by school authorities. Other comments and suggestions will be referred informally to the personnel concerned.

1. If a complaint comes first to the person against whom it is directed, the employee will listen courteously and try to resolve the difficulty by explaining the background and educational purposes involved. If the complainant remains unsatisfied, the employee will refer the complainant to the immediate supervisor for procedures to have his/her views considered further. Whether or not the complaint appears to be satisfied, the employee should immediately inform his/her supervisor.
2. If a complaint comes first to the principal or other supervisor (of the person criticized, the supervisor should listen courteously or acknowledge a letter promptly and politely, but should make no commitments, admissions or guilt or threats. If the complaint involves a particular employee, the supervisor should suggest a conference between the complainant and the person criticized and should inform that person immediately of the complaint. If the complainant has already conferred with the person criticized and remain unsatisfied, the supervisor should invite the complainant to file his complaint in writing and offer to send him the appropriate form.
3. If a complaint comes first to any other school employee, he should refer the complainant to the person criticized or that employee's immediate supervisor.
4. No further action on the specific complaint should be taken unless the complainant submits the form or an equivalent written complaint.

5. When a written complaint form is received, the principal or other supervisor will schedule a conference with the complainant, the person criticized and, if advisable, other personnel who either the supervisor or the person criticized feels could contribute to resolution of the problem.
6. If the complainant is not satisfied with the results of the conference above, he/she will then be referred to the superintendent, who may handle the complaint personally or refer it to other personnel, as he/she may see fit.
7. Should dissatisfaction remain after the above steps have been taken, the matter will be placed on the agenda for the next regularly scheduled Board meeting. The decision of the Board will be communicated in writing to all interested parties.

Adopted: October 4, 1994