

COMPLAINT RESOLUTION POLICY ADMINISTRATIVE REGULATIONS

Upon filing a formal complaint, the complainant will be given a copy of the *Complaint Policy* by the principal or designated administrator. Problems and questions concerning individual schools should be directed to the principal of the school. Problems and questions concerning the school district as a whole should be directed through the superintendent's office.

Procedures to be followed toward resolving issues are explained below. The number of days designated for processing of complaints at each step should be considered as a maximum. The time limits specified may be extended or limited by mutual consent.

Step One (informal):

A complaint will first be discussed by the complainant with the subject of the complaint (the person or persons against whom the complaint is registered) with the objective of resolving the matter informally. However, nothing in this rule shall be construed to limit at this step participation of the principal or supervisor toward addressing and resolving concerns.

Step Two (informal/formal):

If the complaint is not satisfactorily resolved in Step One, the complainant may meet with the building principal or appropriate supervisor (informal Step 2A) and if still not resolved at that time, the complainant may formalize the complaint by submitting in writing (using Form #5155RF) to the building principal or supervisor, stating the reasons for the complaint and the relief desired (formal Step 2B). Within five (5) working days of receipt of the written complaint, the principal/ supervisor will provide a written response to the complainant and subject of the complaint, stating reasons for the decision and procedures for appeal. A copy of the response also will be forwarded to the superintendent/designee.

Step Three:

In the event the matter is not yet resolved, the complainant may file a written appeal to the superintendent or his/her designee within five (5) working days of receipt of the decision at Step Two. The written appeal to the superintendent or his/her designee will include reasons for the complaint and relief desired. Within ten (10) working days following receipt of the appeal, the superintendent will investigate the complaint and provide a written response to the complainant, supervisor/principal and subject of the complaint, stating reasons for the decision and procedures for appeal.

Step Four:

Within ten (10) working days of receiving the decision of the Superintendent or his/her designee, the complainant may appeal to the Board of Education. This appeal, directed to the Clerk of the Board, must be in writing and accompanied by a copy of the decision rendered at Step Three.

The Board will consider the matter at the next regularly scheduled meeting of the Board of Education, provided the appeal is received by the Clerk of the Board in time to place it on the agenda. This meeting will be held in either open session or executive session in accordance with provisions contained in the Open Meeting Act. Within ten (10) working days after the Board meeting, the Superintendent will communicate the Board's decision in writing, with supporting reasons, to parties involved.

As mentioned within policy, the Board will not act on complaints that have not been previously reviewed at the appropriate administrative level.