

PUBLIC COMPLAINTS

Constructive criticism of the schools will be welcomed by the Board when it is motivated by a sincere desire to improve the quality of the educational program or equip the schools to do their tasks more effectively.

Although no member of the community will be denied the right to bring his/her complaints to the Board, he/she will be referred to the proper administrative channels for solution before investigation or action by the Board. Exceptions may be made when the complaints concern Board actions or Board operations.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible. The staff should be given the opportunity to consider the issues and attempt to resolve the problems prior to involvement by the Board; therefore, the proper channeling of complaints involving instruction, discipline or learning materials will be as follows:

1. employee
2. principal
3. Assistant Superintendent or administrative assistant
4. Superintendent
5. Board of Education

If a complaint, which was presented to the Board and referred through the proper channels, is resolved before it comes back to the Board, a report of the disposition of the matter will be made to the Board and then placed in the official files.

The Board expects the staff to receive complaints courteously and to make a proper reply to the complainant.

Matters referred to the Superintendent and/or Board must be in writing and are expected to be specific in terms of the action desired.

[Adoption date: September 25, 1995]

CROSS REFS.: KLB, Public Complaints About the Curriculum or Instructional Materials
KLD, Public Complaints About School Personnel