

School & Community Relations 900 Series

CITIZENS' COMPLAINTS Code No. 907.1

The Board recognizes that situations may arise in the operation of the system, which are of concern to parents or the public. The Board believes strongly that all concerns should be resolved at the lowest possible level of decision making by the individuals closest to the concern. The concerns are best dealt with through communication with appropriate staff members and officers of the system, such as the faculty, the principals, the central office, and the Board.

The following guidelines are suggested as the proper procedure to be followed by person with questions or complaints:

1. Matters concerning an individual student, a teacher, or other employees should first be addressed to the teacher or employee.
2. Unsettled matters from (1) above or problems and questions concerning individual schools should be directed to the building principal, or employee's immediate supervisor.
3. Unsettled matters from (2) above or problems and questions concerning the school system should be directed to the superintendent.
4. If the matter cannot be settled satisfactorily by the superintendent, it may be brought to the Board of Directors. Questions and comments submitted to the chairman of the Board in letterform will be brought to the attention of the entire Board. The concern may be brought up at a Board meeting by following the procedures to have an item placed on the agenda or may be brought up as an item of information during the open forum portion of the agenda, time permitting.

The Board considers it the obligation of employees of the district to entertain the questions of parents or the public.

Cross Reference: Complaints About Personnel

Adopted: 09/14/87
Reviewed: 11/20/17