

PUBLIC COMPLAINT

- 1.0 This Public Complaint policy applies to those general circumstances and situations when there is a concern related to the application of district policies and a more specific complaint or grievance policy is not applicable, e.g. District Policy 1500: Challenges to Curriculum, Instructional Materials and Activities; District Policy 8400: Nondiscrimination/Harassment; Certified Master Agreement Article 19; Classified Master Agreement Article 13.
- 2.0 The District welcomes constructive criticism of schools and departments whenever it is motivated by a sincere desire to improve the quality of the educational or management program of the District. The District has confidence in its professional staff members, and desires to support their appropriate actions in order that they are free from unnecessary, spiteful, or destructive criticism and complaint. Therefore, whenever a complaint is made directly to the District or Superintendent it shall be referred to the school or department administration for study and reporting.
- 3.0 Parents/guardians or other members of the public who have complaints are asked to submit their complaint and any proposed resolution in writing within 30 days of the act/omission giving rise to the complaint to the school principal/department administrator or designee.
- 4.0 The school principal/department administrator or designee shall conduct the necessary inquiry and respond promptly as appropriate for the issue, which should be within 10 school days, absent extenuating circumstances. Parents may present information and documents relating to their complaint to the school principal/department administrator or designee for consideration.
- 5.0 If a complaint cannot be satisfactorily resolved at the school/department level then the complainant may submit the complaint and response to the appropriate executive director or chief to determine within 10 school days of receipt whether or not the response was appropriate and aligned with District policy.
- 6.0 If a complaint cannot be satisfactorily resolved at the executive director/chief level then the complainant may submit the complaint and responses to the Superintendent to determine whether or not the response was appropriate and aligned with District policy. The Superintendent's response may be delayed as the Superintendent determines necessary in order to address other pressing District business.
- 7.0 Upon request and after the Superintendent's review procedure is exhausted, a complainant may appeal in writing to the Board of Education any Superintendent's decision that the complainant alleges violated Board policy to his or her detriment. Appeals must be submitted to the Board of Education within 15 days following the complainant's receipt of the Superintendent's decision. The Board of Education may accept or reject the matter for review. If the Board rejects the matter, the Superintendent's decision will be final. If it accepts the matter, the Board's decision will be final.