

Public Complaints and Concerns (To Board Members)

When a complaint is made directly to an individual Board member, the procedures outlined below will be followed:

1. When school-related problems or concerns are communicated from other individuals to Board members, the Board member will instruct the individual(s) to contact the appropriate school personnel directly for investigation and appropriate action.
2. If the individual bringing the problem or concern to the Board member is reluctant to contact the appropriate school personnel directly, the Board member with the individual's consent will communicate the general nature of the problem or concern along with the name of the individual and the manner in which he/she can be contacted to the superintendent. The superintendent will make contact with the individual bringing the complaint to discuss the details of the problem or concern.
3. The superintendent will investigate the problem or concern and communicate the results of that investigation and any appropriate action back to the individual(s) who originated the communication.
4. If the results of step three are unsatisfactory, the superintendent will schedule a conference including the individual(s) bringing the complaint, the school principal, and all other individuals involved relative to the problem or concern.
5. If the results of the action taken in step four are unsatisfactory, the matter shall be referred to the Board of Education for final determination.
6. Board members who have parental concerns relative to the operation of the school will communicate their concern(s) to the superintendent for investigation and appropriate action in accordance with steps two through five outlined above.

Adopted: 08/26/82