

PUBLIC CONCERNS AND COMPLAINTS

Parents, students or other citizens with complaints or concerns regarding any aspect of the District's work or an employee thereof shall be encouraged to seek a resolution at the lowest possible level. The only exceptions are complaints that concern School Board actions or operations. Such complaints should be addressed to the Board Chairperson.

If the complaint cannot be resolved at the lowest level, the person initiating the complaint may take the issue to the attention of the next level (i.e., teacher, Transportation and Facilities Manager, Director of Finance, Human Resources and Operations, Principal, Special Education Director, etc.).

If the complaint cannot be resolved at any lower level, it may be taken to the Superintendent. If the complaint remains unresolved at the Superintendent's level, the person making the complaint may bring the matter to the attention of a Board member(s).

At all levels of the complaint process, school employees shall inform the person making the complaint of his/her right to take the issue to the next level.

This policy shall not be utilized by employees for matters or grievances relating to any term or condition of their employment. Such matters shall be addressed through established channels for grievances.

Cross Reference: **BEDH – Public Participation at Board Meetings**

Adopted: **October 2, 2000**