

# POLICY

2010

3230

Community Relations

## **SUBJECT: PUBLIC COMPLAINTS**

Complaints by citizens regarding any facet of the school operation often can be handled more satisfactorily by the administrative officer in charge of the unit closest to the source of the complaint. In most instances, therefore, complaints will be made to the Building Principal and/or his/her assistant if the matter cannot be resolved by the teacher, coach, or other school employee.

If the complaint and related concerns are not resolved at this level to the satisfaction of the complainant, the complaint may be carried to the Superintendent and/or one of his/her assistants. Unresolved complaints at the building level must be reported to the Superintendent by the Building Principal. The Superintendent may require the statement of the complainant in writing.

If the complaint and related concerns are not resolved at the Superintendent level to the satisfaction of the complainant, the complaint may be carried to the Board of Education. Unresolved complaints at the Superintendent level must be reported to the Board of Education by the Superintendent. The Board of Education reserves the right to require prior written reports from appropriate parties.

### **Board Members Receiving Complaints Concerning School Personnel**

A Board of Education member who receives a complaint concerning a member of the school staff should refer the complainant to the teacher, Building Principal or Supervisor according to the type of complaint.

A Board member who receives a complaint that should be forwarded to the school administration will refer the information to the Superintendent of Schools.

If so requested, the Superintendent of Schools will refer the results of the investigation to the Board member who was the recipient of the original complaint.

Only in cases of unusual gravity or on request of the Superintendent of Schools will a complaint concerning school personnel be heard by the Board as a whole. In either case, the complaint must be made in writing by the complainant.

By delegating this authority to the Superintendent of Schools, the Board does not waive one of its basic responsibilities--to examine and evaluate the efficiency, effectiveness and value of the school program as stated under its functions.

NOTE: Refer also to Policies #8330 -- Objection to Instructional Materials  
#8331 -- Controversial Issues

Adopted 4/27/10