

Board File: KE

PUBLIC CONCERNS AND COMPLAINTS

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip schools to do their tasks more effectively is welcomed by the Board of Education. It is also the desire to address concerns and complaints in a timely manner and as expeditiously as possible.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of concerns and complaints involving instruction, discipline, or learning materials will be as follows:

1. Teacher or Other Staff Member (e.g., coach, educational aid, etc.)
2. Building Administrator
3. Executive Director of Schools (based on region)
4. Deputy Superintendent and/or Assistant Superintendent Chief Academic Officer
5. Superintendent of Schools
6. Board of Education

Any complaint about school personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.

While this policy generally addresses public concerns and complaints, other District policies provide pathways to address specific issues or areas of concern, including, but not limited to:

- Supt. File: AC-R-1 (complaint and compliance process for alleged violations of Board File: AC, Nondiscrimination/Equal Opportunity)
- Supt. File: AC-R-2 (complaint/grievance process addressing alleged violations of Title IX (sexual harassment in the District's educational setting))
- Supt. File: GBEB-R (addressing student and parent/guardian notification of alleged staff violations of Supt. File GBEB-R, Staff Conduct)
- Board File: JBB-R (addressing student complaints regarding alleged discrimination of students on the basis of disability)
- Supt. File: JBB-R-2 (addressing complaints regarding alleged discrimination of students on the basis of disability with respect to their participation in nonacademic or extracurricular programs or activities)
- Board File: JKD/JKE-R (procedures for the suspension/expulsion of students)
- Board File: JK-2 (procedural requirements for disciplinary removals of students with disabilities)
- Supt. File: JRA-R/JRC-R (addressing challenges to a student's education records)
- Supt. File: KEC-R (addressing public complaints about learning resources)
- Supt. File: KEE-R (outlining a procedure for the resolution of complaints by parents/guardians and the public alleging discrimination on the basis of disability).

When a complaint is made directly to an individual Board member, the Board member shall refer the person making the complaint to the building administrator or Superintendent.

~~procedure outlined below will be followed:~~

~~—The Board member shall refer the person making the complaint to the building administrator or the superintendent of schools.~~

- ~~1. If the person does not wish to go alone to the building administrator or superintendent,~~

- ~~the Board member may accompany the person while he makes his complaint.~~
- ~~2. If the person will not personally present this complaint to the building administrator or superintendent, the Board member will then ask that the complaint be written and signed. The Board member may then take the complaint to the building administrator or superintendent for investigation.~~
 - ~~3. If at any time the person making the complaint feels that he has not been given a satisfactory reply from a building administrator, he should be advised to consult with the superintendent and, if still not satisfied, to request a hearing before the Board of Education.~~

Concerns or complaints regarding an individual member of the Board of Education should be addressed with the individual Board member, as appropriate. If concerns cannot be resolved with the individual Board member, then they should be communicated to either the Board President or Vice President and will be addressed in accordance with the Board's current governance processes.

Current practice codified 1978

Adopted: date of manual adoption

Revised: June 3, 2008

Revised: May, 2012

Revised: _____

CROSS REF.:

AC, Nondiscrimination/Equal Opportunity

AC-R-1, Nondiscrimination/Equal Opportunity (Complaint and Compliance Process)

AC-R-2, Title IX Harassment Grievance Process

BC, Board Member Conduct & Ethics

GBEB-R, Staff Conduct (And Responsibilities)

JBB, Nondiscrimination on the Basis of Disability

JBB-R, Nondiscrimination on the Basis of Disability (containing Complaint Procedure)

JBB-R-2, Nondiscrimination on the Basis of Disability in Nonacademic or Extracurricular Programs or Activities (Procedures)

JBC, Sexual Harassment Under Title IX and Other Prohibited Misconduct of a Sexual Nature

JK, Student Discipline

JK-2, Procedural Requirements for Disciplinary Removals of Student with Disabilities

JKD/JKE, Suspension/Expulsion of Students (and Other Disciplinary Interventions)

JKD/JKE-R, Suspension/Expulsion of Students (Hearing Procedures)

JRA-R/JRC-R, Student Education Records

KEC, Public Complaints About Learning Resources

KEC-R, Public Complaints About Learning Resources

KEE-R, Nondiscrimination of the Public on the Basis of Disability

Board of Education Policy Governance Book GP 1.8.7 (regarding resolution of Board member's suspected violation of policy)