

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 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
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 is the preferred method to address public concerns and complaints, alternate legal pathways are available and may prevent continued use of this policy to resolve specific issues once an alternate pathway is initiated (e.g., Board of Education Directors will not get involved in appeals that are being adjudicated through the court system).

Any complaint related to the cross referenced legal and District policies below, including, but not limited to, Title IX, Equal Employment Opportunity and Learning Resources, shall follow the process per applicable policy and associated regulations.

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 the Superintendent.

Concerns or complaints regarding an individual Board of Education Director should be addressed with the individual Director. If concerns cannot be resolved with the individual Director, then they should be communicated to either the Board President or Vice President before presenting the concern at a public meeting and will be addressed in accordance with current governance processes.

Current practice codified 1978

Adopted: date of manual adoption

Revised: June 3, 2008

Revised: May, 2012

Revised by the Board: January 24, 2023

LEGAL REF.:

20 U.S.C. §1681 (Title VII, Education Amendments of 1972)
20 U.S.C. §1681-1688 (Title IX, Education Amendments of 1972)
20 U.S.C. §1701-1758 (Equal Employment Opportunity Act of 1972)
29 U.S.C. §621 et seq. (Age Discrimination in Employment Act of 1967)
29 U.S.C. §701 et seq. (Section 504 of the Rehabilitation Act of 1973)
42 U.S.C. §12101 et seq. (Title II of the Americans with Disabilities Act)
42 U.S.C. §2000d (Title VI of the Civil Rights Act of 1964, as amended in 1972)
42 U.S.C. §2000e (Title VII of the Civil Rights Act of 1964)
42 U.S.C. §2000ff et seq. (Genetic Information Nondiscrimination Act of 2008)
34 C.F.R. Part 100 through Part 110 (Civil Rights Regulations)
C.R.S. 24-34-402 et seq. (Discriminatory or Unfair Employment Practices)
C.R.S. 24-34-601 (Unlawful Discrimination in Places of Public Accommodation)
C.R.S. 24-34-602 (Penalty and Civil Liability for Unlawful Discrimination)

CROSS REF.:

AC, Nondiscrimination/Equal Opportunity
BC, Board Member Conduct & Ethics
BEDH, Public Participation at School Board Meetings
GBA, Equal Employment Opportunity
GP 1.8, Board Members' Code of Conduct
JBA, Non-Discrimination/Non-Harassment of Students
JBC, Sexual Harassment Under Title IX and Other Prohibited Misconduct of a Sexual Nature
JK, Student Discipline
JKD/JKE, Student Suspension, Expulsion and Classroom Removal
JII, Student Concerns, Complaints and Grievances (placeholder for future policy)
JRA/JRC, Student Education Records
KBB, Parent and Community Engagement
KEC, Public Complaints About Learning Resources
KEE, Nondiscrimination of the Public on the Basis of Disability