

PUBLIC COMPLAINTS

The Board recognizes that situations may arise in the operation of the schools which are of concern to parents or the public. Such concerns are best dealt with through communication with appropriate staff members such as the faculty, the principals, the central office, and the Board. It is incumbent upon Board members, administrators, and teachers, should they receive a complaint or question, that they inform the complainant of the proper procedures to follow and to avoid involvement which might prejudice the chance of satisfactory resolution of the problem at any level.

The following procedures are to be followed by persons with questions or complaints:

1. Matters concerning individual students should first be addressed to the teacher.
2. Unsettled matters from (1) above or problems and questions concerning individual schools should be directed to the principal of the school who may consult with other district staff to resolve the problem or question.
3. Unsettled matters from (2) above or problems and questions concerning the district or district administrators should be directed to the assistant superintendent.

At this point, if the problem remains, all parties shall meet with the superintendent, at his discretion. If the complaint is such that it has not been resolved following the meeting with the superintendent, then the complainant may request a hearing before the Board. This request shall be written to the President of the Board of Education.

The President of the Board shall notify the Board of Education and all parties to the problem of the hearing date. Following the hearing, the Board shall review these findings and recommendations and deliver its decision in writing to all parties.