PUBLIC COMPLAINTS OR CONCERNS

A. The Board of Education recognizes that situations may arise in the operation of its programs and services which are of concern to parents, members of the public or outside agencies and which may generate complaints. Such concerns or complaints are best dealt with through communication with the appropriate staff members and officials of the school district.

B. The following guidelines are suggested as the proper procedure to be followed by persons with questions, concerns or complaints:

1. Matters concerning individual students should first be addressed to the teacher or other staff member serving the student.

2. Unsettled matters from 1., above, or problems and questions concerning individual schools or programs should be directed to the principal or program/department head.

3. Unsettled matters from 2., above, or problems and concerns relating to an entire division should be directed to the appropriate director.

4. Unsettled matters from 3., above, or problems and concerns relating to district-wide policies or operations should be directed to the superintendent.

5. If the matter cannot be settled satisfactorily by the superintendent or at a lower level, it may be brought to the Board.

6. Questions or comments submitted to a Board member will be shared in writing with the entire Board.