

Complaints Concerning Staff or Programs

Purpose

This policy directs action to be taken when an individual has a complaint or concern related to programs, operations or employees of the district not covered more specifically by other policies or procedures, such as in discrimination or harassment issues.

Scope

This policy applies to the Board of Directors, Superintendent, administrators, staff, students, parents or guardians, and community members.

Policy

1. The Board of Directors is committed to open, two-way communication between district citizens and schools and to supporting partnerships to enhance the quality of education for students. The Board acknowledges that constructive criticism and feedback from the community can be helpful in the improvement of the district's delivery of services and operations. At the same time, the Board has confidence in its staff and programs and has authorized the Superintendent to protect them from unwarranted criticism or disruptive interference.
2. The district will respond to the concerns of parents or guardians and community members. Open communication and clear complaint resolution processes will ensure that:
 - (a) An individual's concerns are handled properly and expeditiously.
 - (b) Employees have the opportunity to respond to or remedy complaints prior to any responsive administrative action being undertaken.
 - (c) The Board is informed of concerns parents or community members feel are serious and warrant their involvement.
3. The Superintendent will develop procedures to handle general complaints concerning staff or programs. Complaints concerning staff received directly by the Board or a Board member will be referred to the Superintendent for review and inquiry or investigation, as appropriate.
4. Individuals bringing a complaint to the Board's attention at a regular Board meeting will be directed to address and/or resolve the issue following procedures or processes most appropriate to the nature of the issue:
 - (a) Procedure 4220P1-Complaints Concerning Staff or Programs
 - (b) Procedure 2020P1-Course Design, Selection and Adoption of Instructional Materials
 - (c) Procedure 3210P1-Nondiscrimination
 - (d) Procedure 3205P1-Sexual Harassment of Students Prohibited
 - (e) Procedure 3207P1-Prohibition of Harassment, Intimidation and Bullying
 - (f) Procedure 5010P1-Equal Employment Opportunity and Affirmative Action

Related Procedures

2020P1- Course Design, Selection and Adoption of Instructional Materials

4220P1-Complaints Concerning Staff or Programs

Policy Cross References

2020-Course Design, Selection and Adoption of Instructional Materials

Policy Legal References

RCW 28A.405.300 – Adverse change in contract status of certificated employee—Determination of probable cause—Notice—Opportunity for hearing

Chapter 42.30 RCW – Open Public Meetings Act

Management Resources

N/A

Policy History

Action:	Date:
Approved by the Board	November 21, 2018
Revised	
Revised	
Revised	

Previous Policy Number(s) 4221, 6004