

Complaints Concerning Staff or Programs

Purpose

This procedure guides individuals in resolving complaints or concerns related to district programs, operations or employees not covered more specifically by other procedures or processes, such as in discrimination or harassment issues.

Scope

This procedure applies to the Superintendent, administrators, staff, students, parents or guardians, and community members.

Procedure

1. STEP 1

- 1.1. Any individual (parent, guardian, community member) aggrieved over matters concerning school or district programs, operations or employees are encouraged to resolve his/her complaints by informal discussions with the staff member(s) directly involved.
- 1.2. If the concern is not satisfactorily resolved at this juncture, the complainant may contact and request the supervisor, principal or program administrator to attempt to resolve the issue through a conference with the complainant and the staff member(s).

2. STEP 2

- 2.1. If the concern is not satisfactorily resolved at the building level after informal discussions, within five (5) business days the individual should submit a written complaint to the Superintendent which describes the issue and a suggested solution. The Superintendent will provide copies of the complaint to the program administrator and staff member(s) involved.
- 2.2. The principal and staff member(s) will respond to the Superintendent within five (5) business days, either in writing or in person, and provide additional information or comments as requested.
- 2.3. Upon consideration of the circumstances of the matter, the Superintendent will attempt to resolve the concerns through a conference with the complainant, staff member(s) and program administrator.

3. STEP 3

- 3.1. If the concern or complaint remains unresolved after a conference with all parties, the complainant may request that the Superintendent present the issue to the Board for consideration and final resolution, which will be done at the Superintendent's discretion and at the earliest time possible, in accordance with district policies and procedures, as applicable.

- 3.1.1. If the complaint is against a staff member, the Board will discuss the issue with the Superintendent and staff member in Executive Session. The staff member may request that the discussion take place in an open meeting.
- 3.1.2. Any formal actions by the Board must take place in an open meeting. If such action may adversely affect the contract status of the staff member, the Board will provide written notice to the staff member of his/her rights to a hearing.

Supporting Documentation

N/A

Document History

Action:	Date:
New	November 21, 2018
Revised	
Revised	
Revised	