

Community Relations

SUBJECT: PUBLIC COMPLAINTS

Complaints by community members regarding any facet of the school operation often can be handled more satisfactorily by the administrative officer in charge of the unit closest to the source of the complaint. In most instances, therefore, complaints will be made to the building principal and/or their assistant if the matter cannot be resolved by the teacher, coach, or other school employee. In the event the complaint is not resolved there, the complaint may be carried to the Director of Pupil Personnel Services, Director of Technology, Director of Facilities & Operations, Director of Food Services, or Director of Transportation.

If the complaint and related concerns are not resolved at this level to the satisfaction of the complainant, the complaint may be carried to the Assistant Superintendent for Business or the Assistant Superintendent for Curriculum, Instruction & Staff Development. If the complaint and related concerns remain unresolved after speaking with all staff involved after speaking with the Assistant Superintendents, then the complaint may be carried to the Superintendent of Schools. Unresolved complaints at the building level must be reported to the Superintendent by the building principal. The Superintendent may require the statement of the complainant in writing.

The Superintendent may not address anonymous complaints. All other complaints and related concerns that are not resolved at the Superintendent level to the satisfaction of the complainant may be carried to the Board. Unresolved complaints at the Superintendent level must be reported to the Board by the Superintendent. The Board reserves the right to require prior written reports from appropriate parties.

NOTE: Refer also to Policies #3420 -- Non-Discrimination and Anti-Harassment in the District
#8330 -- Objection to Instructional Materials and Controversial Issues
District Code of Conduct

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