

## Community Relations

**SUBJECT: PUBLIC COMPLAINTS**

The Board recognizes the right of individuals and groups to present complaints concerning school personnel, the curriculum, or instructional materials, or concerning school services and school facilities.

In the interest of handling all complaints fairly and expeditiously, the Board has established the following guidelines:

- a) Whenever a complaint is made directly to the Board as a whole or to an individual Board member, the individual group involved will be advised to take their concern to the appropriate school staff member. This could be a teacher, a supervisor, the principal, or the Superintendent.
- b) The individual or group will be advised of the proper channeling of complaints, which is as follows:
  1. Supervisor or teacher
  2. Building principal
  3. Superintendent
  4. Board of Education
- c) If a Board member receives a complaint, and has reason to believe that the person or persons involved will not go to the source of the problem, he or she should inform the Superintendent of the situation. In no case should the Board member go to the source of the problem himself or herself unless so directed by a quorum of the Board in legal session.
- d) Individual Board members who receive questions or suggestions from District residents should:
  1. Answer the question if they definitely know the answer.
  2. Advise the Superintendent of the conversation if the Board member believes the question has policy implications.
  3. Advise the person or persons involved to take their question or suggestion to the appropriate staff member if the answer is not definitely known.
  4. Call the Superintendent for the answer if the Board member believes the question or suggestion has merit but the person or persons involved are reluctant to go to the source.

The Board encourages parents and other citizens to express their concerns, to ask questions, and to take an active interest in the school's educational program and school environment by attending Board meetings, visiting the schools, and meeting with teachers.

Adopted: 6/22/23