

POLICY

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COMMUNITY RELATIONS

SUBJECT: PUBLIC COMPLAINTS

Aqua - PCS

The Board of Education recognizes the right of community members to register individual or group concerns regarding Board policies, instruction, district programs, and materials, operations, and/or staff members. The main goal of the district is to resolve such concerns with only the parties involved, whenever possible.

~~Complaints by citizens 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 his/her assistant if the matter cannot be resolved by the teacher, coach, or other school employee.~~

Public complaints about the school district will be directed to the proper administrative personnel. Complaints about specific classroom practices shall be directed to the teacher concerned. If the matter is not settled satisfactorily, the complainant shall then contact the Building Principal; if there is no resolution on this level, the Superintendent of Schools shall be contacted.

~~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 Superintendent and/or one of his/her assistants. 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.~~

If the complaint and related concerns are not resolved at the Superintendent level to the satisfaction of the complainant, the complaint may be carried to the Board of Education. Unresolved complaints at the Superintendent level must be reported to the Board of Education by the Superintendent. The Board of Education reserves the right to require prior written reports from appropriate parties.

Public Complaints About School Personnel

Constructive criticism of the schools is welcome when it is motivated by a sincere desire to improve the quality of the education program and to equip the District schools to perform their tasks more effectively.

The Board places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful, or negative criticism and complaints.

Complainants will be referred to the proper administrative channels for solution before investigation or action by the Board. The lines of authority for the School District are: individual employee, departmental supervisor if applicable, building principal, Superintendent and Board of Education.

If it appears necessary, the administration, the person who made the complaint, or the employee involved may request an executive session of the Board for the purposes of fuller study and a decision by this body. Generally all parties involved, including the school administration, will be asked to attend such a meeting for the purposes of presenting facts, making further explanations, and

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clarifying the issues. Hearsay and rumor will be discounted as well as emotional feelings except those directly related to the facts of the situation.

The Board will conduct such meetings in as fair and just manner as possible. The Board may request a disinterested third party to act as moderator to help it reach a mutually satisfactory solution.

At no time will the Board of Education condone the name of an employee to be used in public session in a derogatory or demeaning manner.

Public Complaints Concerning the Board of Education

Complaints about Board of Education policies should be directed to the Superintendent of Schools. Complaints shall be in writing, stating the specific objections to the specific policy(ies).

The Superintendent shall review any complaint and conduct whatever study or investigation he/she deems appropriate. The Superintendent shall then submit the complaint and his/her recommendation to the Board. The Board shall then review the policy, amend or repeal the policy, if appropriate, and notify the complainant of the action taken.

Adopted: 1/27/97

Revised and Adopted: XXXXX