

Public Complaints

Any person or group having a legitimate interest in the district shall have the right to present a request, suggestion or complaint concerning district personnel, the educational program or operations of the district.

It is the desire of the Board to rectify any concerns between the public and the district by direct discussions among the interested parties.

The following procedures will be followed for all complaints:

1. A student or parent with a complaint shall first present it orally and informally to his/her teacher or the appropriate school employee;
2. If the complaint is not resolved, the complainant may present a formal complaint in writing (see KL-AR(2) - Complaint Regarding an Employee, Program or Practice) including all supporting statements and evidence to the principal within 10 working days of the informal conference. The principal shall evaluate the evidence and render a decision within 5 working days after receiving the appeal;
3. If the complainant deems it desirable to carry the complaint beyond the decision reached by the principal, the complainant may, within 5 working days from receiving the principals decision, file the complaint with the assistant superintendent or designee. The assistant superintendent or designee shall evaluate the evidence and render a decision within 5 working days after receiving the appeal;
4. If the complainant deems it desirable to carry the complaint beyond the decision reached by the assistant superintendent or designee, the complainant, within 5 working days from receiving the assistant superintendent's decision, may appeal the decision to the superintendent. The superintendent shall evaluate the evidence and render a decision within 5 working days after receiving the appeal;
5. If the complainant deems it desirable to carry the complaint beyond the decision reached by the superintendent, the complainant may, within 5 working days, request a review of the superintendent's decision by the Board. The Board may hold a hearing to review the findings and the conclusion of the superintendent, to hear and evaluate the complaint and to hear any other evidence as deems appropriate. If the Board chooses not to hear the complaint, the superintendent's decision is confirmed. A final determination shall be made in writing to the complainant within 20 working days from receipt of the appeal by the Board;
6. Persons may, after exhausting local complaint procedures, appeal in writing to the State Superintendent of Public Instruction.

Complaints against the superintendent should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

Complaints against the Board chair may be made directly to the Board vice chair on behalf of the Board. The Board vice chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

Time

The number of days given at each level shall be regarded as a maximum and every effort will be made to expedite the process. However, the time limits stated may be extended by mutual agreement of the complainant and the district administration.

Withdrawal

A complaint may be withdrawn by the complainant at any level without prejudice, reprisal or record.

Hearings and Decisions

At each of the levels, the complainant shall be given the opportunity to be present and to be heard. All decisions at each level shall be in writing and include supporting rationale with the exception of the initial informal contact. Copies of all decisions and recommendations shall be furnished promptly to all parties of interest.