

BOARD FILE: KE

CONCERNS AND COMPLAINTS

Constructive criticism from employees, district parents/guardians, students and district residents that is motivated by a desire to improve the quality of the educational program or to equip schools to do their tasks more effectively is welcomed by the Board of Education. It is also the desire to address such concerns and complaints in a timely manner and as expeditiously as possible.

The Board believes that complaints and grievances from employees, district parents/guardians, students and district residents are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of concerns and complaints under this policy will be as follows:

1. Teacher or Other Staff Member (e.g., coach, educational aide, etc.)
2. Building Administrator
3. Executive Director of Schools (based on region)
4. Deputy Superintendent and/or Assistant Superintendent
5. Superintendent of Schools
6. Board of Education

Any complaint about school personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.

While this policy addresses general concerns and complaints for employees, district parents/guardians, students and district residents, other district policies provide pathways to address specific issues or areas of concern, including, but not limited to:

- Supt. File: AC-R-1 (complaint and compliance process for alleged violations of Board File: AC, Nondiscrimination/Equal Opportunity)
- Supt. File: AC-R-2 (complaint/grievance process addressing alleged violations of Title IX [sexual harassment in the District's educational setting])
- Supt. File: GBEB-R (addressing student and parent/guardian notification of alleged staff violations of Supt. File GBEB-R, Staff Conduct)
- Board File: JBB-R (addressing student complaints regarding alleged discrimination of students on the basis of disability)
- Supt. File: JBB-R-2 (addressing complaints regarding alleged discrimination of students on the basis of disability with respect to their participation in nonacademic or extracurricular programs or activities)
- Board File: JKD/JKE-R (procedures for the suspension/expulsion of students)
- Board File: JK-2 (procedural requirements for disciplinary removals of students with disabilities)
- Supt. File: JRA-R/JRC-R (addressing challenges to a student's education records)
- Supt. File: KEC-R (addressing public complaints about learning resources)
- Supt. File: KEE-R (outlining a procedure for the resolution of complaints by parents/guardians and the public alleging discrimination on the basis of disability).

When a complaint is made directly to an individual Board member, the Board member shall refer the person making the complaint to the appropriate point in the channel listed above.

Concerns or complaints regarding an individual member of the Board of Education should be addressed with the individual Board member, as appropriate. If concerns cannot be resolved with the individual Board member, then they should be communicated to either the Board President or Vice President and will be addressed in accordance with the Board's current governance processes.

Current practice codified 1978

Adopted: date of manual adoption

Revised: June 3, 2008

Revised: May, 2012

Revised: January 24, 2023

Revised: August 22, 2023

CROSS REF.:

AC, Nondiscrimination/Equal Opportunity

AC-R-1, Nondiscrimination/Equal Opportunity (Complaint and Compliance Process)

AC-R-2, Title IX Harassment Grievance Process

BC, Board Member Conduct & Ethics

BEDH, Public Participation at School Board Meetings

GBEB-R, Staff Conduct (And Responsibilities)

JBB, Nondiscrimination on the Basis of Disability

JBB-R, Nondiscrimination on the Basis of Disability (containing Complaint Procedure)

JBB-R-2, Nondiscrimination on the Basis of Disability in Nonacademic or Extracurricular Programs or Activities (Procedures)

JBC, Sexual Harassment Under Title IX and Other Prohibited Misconduct of a Sexual Nature

JK, Student Discipline

JK-2, Procedural Requirements for Disciplinary Removals of Students with Disabilities

JKD/JKE, Suspension/Expulsion of Students (and Other Disciplinary Interventions)

JKD/JKE-R, Suspension/Expulsion of Students (Hearing Procedures)

JRA-R/JRC-R, Student Education Records

KBB, Parent & Family Engagement Policy

KEC, Public Complaints About Learning Resources

KEC-R, Public Complaints About Learning Resources

KEE-R, Nondiscrimination of the Public on the Basis of Disability

Board of Education Policy Governance Book GP 1.8.7 (regarding resolution of Board member's suspected violation of policy)