

Board File: KE

PUBLIC COMPLAINTS

Constructive criticism motivated by a sincere 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.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. Teacher
2. Building Administrator
3. Director of Schools
4. Chief Academic Officer
5. Superintendent
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.

When a complaint is made directly to an individual Board member, the procedure outlined below will be followed:

1. The Board member shall refer the person making the complaint to the building administrator or the superintendent of schools.
2. If the person does not wish to go alone to the building administrator or superintendent, the Board member may accompany the person while he makes his complaint.
3. If the person will not personally present this complaint to the building administrator or superintendent, the Board member will then ask that the complaint be written and signed. The Board member may then take the complaint to the building administrator or superintendent for investigation.
4. If at any time the person making the complaint feels that he has not been given a satisfactory reply from a building administrator, he should be advised to consult with the superintendent and, if still not satisfied, to request a hearing before the Board of Education.

Current practice codified 1978
Adopted: date of manual adoption
Revised: June 3, 2008
Revised: May, 2012

CROSS REF.:

BC, Board Member Conduct & Ethics