

COMPLAINTS ABOUT SCHOOL PERSONNEL

This policy is intended (1) to create a climate in the schools whereby persons are encouraged to bring complaints to the attention of school officials for resolution, and (2) to explain the responsibilities of school officials in handling complaints. The school board believes that constructive criticism, when it is motivated by a sincere desire to improve the quality of our educational programs, assists school personnel to perform their responsibilities more effectively. At the same time, the school board places trust in its employees and desires to support their actions in such a manner that employees not be subjected to unnecessary, spiteful, or frivolous complaints.

Complaints will be referred to the proper school official for resolution. Generally, the first step will be for the complainant to discuss the matter directly with the employee with whom there is an issue. If resolution is not reached or if this step is clearly inappropriate because of the nature or severity of the complaint, the person making the complaint may request a conference with the principal/immediate supervisor to discuss the complaint. The principal/immediate supervisor or his/her designee will investigate the complaint and communicate with the person making the complaint. Privacy rights of all parties to the complaint will be respected.

If a complaint cannot be resolved following suggested protocols, it may be presented to the superintendent. The person requesting the superintendent's review must submit the complaint in writing, setting forth the specific facts on which the complaint is based and attaching all documents in support of the complaint. The superintendent will provide a copy of the written complaint to the person against whom the complaint is made.

If a complaint remains unresolved at the superintendent's level, the person making the complaint may request that the matter be placed on the school board's agenda as per policy BEDB. Per agenda policy, the school board chairperson will decide whether the complaint will be placed on a school board agenda. If a complaint is placed on an agenda, the superintendent will invite the complainant and the person against whom the complaint is made to attend the meeting and will provide the school board members with appropriate documents.

The school board will determine the procedural rules for any meeting to hear a complaint. Any such meeting will be held in executive session. Only if the school board elects to record the meeting will any recording of the meeting be permitted. If a group submits a complaint that is placed on the school board agenda, a delegation of no more than two individuals must be designated to represent the group and to present the complaint to the school board.

This complaint policy may not be used by employees for employment matters. Such matters need to be processed through the appropriate grievance procedure.

Cross Reference: BEDH – Public Participation at Board Meetings
BEDB – Agenda Preparation and Dissemination

Adopted: January 5, 2005