



COMPLAINTS CONCERNING STAFF OR PROGRAMS

Most complaints can be resolved by informal discussions between the citizen and the staff member. Should the matter not be resolved, the principal shall attempt to resolve the issue through a conference with the citizen and the staff member.

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above:

- A. If the problem is not satisfactorily resolved at the building level, the citizen should file a written complaint with the superintendent, which describes the problem and a suggested solution. The superintendent should send copies to the principal and staff member.
- B. The principal and, when appropriate, staff member shall respond to the superintendent.
- C. The superintendent or superintendent's designee shall then attempt to resolve the matter through a conference with the citizen, principal and, when appropriate, the staff member. The superintendent or superintendent's designee shall communicate his or her decision on the matter to the citizen, staff member, and principal.
- D. Citizens who disagree with the superintendent's decision may communicate their concerns in writing to the Board of Directors. The Board will review the matter and respond to the citizen in writing as soon as possible.
- D. This procedure shall govern complaints not covered more specifically by some other District policy or procedure or an applicable collective bargaining agreement. See, for example, *Student Conduct, Corrective Actions and Punishment*, Policy 3240; *Curriculum Development and Adoption of Instructional Materials*, Policy 2020; *Sexual Harassment*, Policy 6590; and *Nondiscrimination and Affirmative Action*, Policy 5010.