



Title: Public Concerns and Complaints

Code: KE

Section: Section K: School/Community Relations

It is the intent of the District to foster open communications with the community. The District welcomes constructive criticism of the schools whenever it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively.

Public complaints made pursuant to this policy may involve personnel or District operations. Such complaints shall be processed in accordance with this policy's accompanying regulation. Public complaints concerning unlawful discrimination, instructional resources or teaching methods shall be processed according to applicable administrative policy, as listed in this policy's cross references.

This policy and accompanying regulation shall not apply to parent/guardian concerns or complaints filed on behalf of a student or concerning a student. If a parent/guardian files a complaint, the District shall follow applicable Board policy in responding to the complaint, as listed in this policy's cross references.

This policy shall apply to all public concerns and complaints except those included in administrative policy KEC, Public Concerns/Complaints About Instructional Resources.

Suggestions or complaints are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints will be as follows:

1. Point of origin (e.g., teacher, coach, administrator)
2. Principal or district department leader
3. Principal's supervisor or district department leader's supervisor
4. Superintendent or designee (in the event that the complaint is against the superintendent, the complainant may submit their appeal to the Board of Education)
5. Board of Education

The administrative procedure accompanying this policy will be referenced in all student handbooks and will be posted on the District website.

Adopted/Approved: October 19, 1978

Reviewed: June 17, 2004

Revised: March 6, 1986

August 15, 1996

October 12, 2006

January 29, 2008

July 30, 2012

January 13, 2020

July 1, 2022

October 2, 2023

CROSS REFS.:

AC, Nondiscrimination/Equal Opportunity

JKD/JKE, Suspension/Expulsion of Students

JRA/JRC, Student Records/Release of Information on Students

KEC, Public Concerns/Complaints about Instructional Resources

Adopted: **October 19, 1978**

Last Revised: **October 02, 2023**

Attachments

[KE Public Concerns and Complaints.pdf](#)