



Title: **Public Concerns and Complaints Procedure**

Code: KE R

Section: Section K: School/Community Relations

Public Concerns and Complaints Procedure

Level 1 procedure

A complaint shall first be discussed at the point of origin (e.g., teacher, coach, administrator) with the purpose of resolving the matter informally. The complainant shall describe the concern, identify the impact, and identify a suggested remedy. Within five working days after such discussion, the staff member hearing the complaint shall provide the complainant with an oral decision.

Level 2 procedure

If the complainant wishes to further pursue the matter because it has not been resolved to his/her satisfaction at Level 1, then the complainant has five working days within notification of the oral decision to submit a written complaint that describes the concern, identifies the impact and suggests a remedy. The complainant shall deliver the written complaint to the principal or designee, or district department supervisor or designee. The principal or designee, or district department supervisor or designee, will meet with the complainant to discuss the concerns. The meeting may include the staff member who was involved at Level 1. Within ten working days after receiving the written Level 2 complaint, the principal or designee, or district department supervisor or designee, shall communicate his/her written decision to the complainant.

Level 3 procedure

If the complainant is not satisfied with the disposition of his/her complaint at Level 2, he/she may file within five working days of the Level 2 decision a written appeal to the next appropriate administrative level(s). The written appeal shall describe the concern, identify the impact and suggest a remedy. The administrator who is reviewing the appeal at Level 3 will meet with the complainant to discuss the concerns within five working days of receiving the written complaint, unless the parties otherwise agree. The meeting may include the staff member who provided the written decision at Level 2. The written complaint shall include the Level 2 decision as an attachment. Within ten working days of the meeting, the administrator shall communicate his/her written decision to the complainant.

Level 4 procedure

If the complainant is not satisfied with the disposition of his/her complaint at Level 3, he/she may file a written appeal to the superintendent within five working days. The written appeal shall describe the concern, identify the impact and suggest a remedy. The written appeal shall include the Level 2 and Level

3 decisions. At Level 4, such appeals shall be heard by the superintendent or his/her designee within ten working days of receipt of the appeal. The meeting shall be limited to those grounds specified in the written complaint signed by the complainant.

Within fifteen working days of the meeting, the superintendent, or his/her designee, shall communicate his/her decision in writing to the principal, appropriate supervisors, and complainant.

Level 5 procedure

If the complainant is not satisfied with the decision at Level 4, or the superintendent is central to the complaint, he/she may, within five working days, submit his/her complaint to the Board. The complaint to the Board shall describe the concern, identify the impact and suggest a remedy. The complaint shall also include the decisions from Levels 2, 3 and 4, or Levels 2 and 3 if the superintendent is central to the complaint.

Complaints that cannot be resolved by the administration shall be handled by the Board through written correspondence within fifteen working days following their next regularly scheduled meeting. The Board shall render its written decision to the complainant not later than fifteen working days after hearing the appeal. The Board may decide not to consider the appeal, in which case the decision of the superintendent or his/her designee shall be final.

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