

## **PUBLIC COMPLAINTS**

The Board recognizes that situations of concern to parents/ guardians or the public may arise in the operation of the district. Such concerns are best resolved through communication with the appropriate staff members and officers of the school district, such as the faculty, the principals, the superintendent or the Board.

The following steps are proper procedures to be followed by persons with questions or complaints regarding the operation of the school district: Complaints on behalf of individual students should first be addressed to the district employee.

- Unsettled matters from (1) above, or problems and questions concerning individual schools, should be directed to the principal of the school in writing.
- Unsettled matters from (2) above should be addressed in a meeting with the principal and all parties' concerned and documented in writing.
- Unsettled matters from (3) above, or problems and questions concerning the school district, should be directed to the superintendent in writing.
- If the superintendent cannot settle the matter satisfactorily, it should be brought to the Board of Education. Questions and comments submitted to the secretary of the Board in letterform will be brought to the attention of the entire Board at a regularly scheduled or called meeting. If necessary, a Board hearing will be scheduled to resolve the complaint. However, the decision of the Board shall be final except in the case of complaints concerning the administration of federal programs. In that case the complainant may go to the appropriate section of the Department of Elementary and Secondary Education and then to the United States Secretary of Education.

The Board considers it the obligation of the professional and support staff of the district to field the questions of parent/guardians or the public. Accordingly, the district will inform patrons of the complaint procedure and its availability for the lodging complaints against the local district or the state.