

PUBLIC COMPLAINTS

Constructive criticism of the school will be welcomed by the board when it is motivated by a sincere desire to improve the quality of the educational program or equip the schools to do their tasks more effectively.

Although no member of the community will be denied the right to bring their complaints to the board, they will be referred back through the proper administrative channels for solution before investigation or action by the board. Exceptions will be made when the complaints concern board actions or board operations only.

The board believes that complaints and grievances are best handled and resolved as close to their origin as possible, and that the staff should be given opportunity to consider the issues and attempt to resolve the problem prior to involvement by the board. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. teacher
2. principal
3. superintendent
4. board of education

If a complaint, which was presented to the board and referred back through the proper channels, is adjusted before it comes back to the board, a report of the disposition of the matter will be made to the board and then placed in the minutes in the official files.

The board expects the professional staff to receive complaints courteously and to make a proper reply to the complainant.

Matters referred to the board must be in writing and should be specific in terms of the action desired.

CROSS REF.: KLB, Public Complaints about the Curriculum or Instructional Materials