

### **COMPLAINTS CONCERNING STAFF OR PROGRAMS**

Most complaints can be resolved by informal discussions between community members and the staff member. Should the matter not be resolved, the principal will attempt to resolve the issue through a conference with the community member and the staff member. The following procedures apply to the processing of a complaint that cannot be resolved in the manner described above:

- A. If the problem is not satisfactorily resolved at the building level, the community member should file a written complaint with the superintendent that describes the problem, and a suggested solution. The superintendent should send copies to the principal and staff member;
- B. The principal and staff member will respond to the superintendent in writing or in person; and
- C. The superintendent will then attempt to resolve the matter through a conference with the citizen, staff member, and principal.

If the matter is still not resolved, the superintendent will present the issue to the board. If the complaint is against a staff member, the board may discuss the complaint. The staff member may request that the board discuss the issue in an open meeting.

The board will attempt to make a final resolution of the matter. Any formal actions by the board must take place in an open meeting. If such action may adversely affect the contract status of the staff member, the board will give written notice to the staff member of his/her rights to a hearing.