

SCHOOL DISTRICT OF JOHNSON CREEK BOARD OF EDUCATION POLICY	POLICY: 870
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Public Complaints

Any individual(s) having a legitimate interest in the staff, programs and operations of the Johnson Creek School District shall have the right to present a request, suggestion, or complaint to the District and the Board of Education. At the same time, the Board of Education has a duty to protect its staff from inappropriate harassment. It is the intent of this policy to provide guidelines for considering and addressing requests, suggestions, or complaints in an efficient, reasonable, and equitable manner.

It is the desire of the Board to address such matters through direct, informal discussions and other means. It is only when attempts at informal resolution fail that more formal procedures shall be used.

Generally, requests, suggestions, or complaints reaching the Board or Board members shall be referred to the District Administrator for consideration. In addition, an individual subject to a collective bargaining agreement with the District may have a right to pursue a complaint through a grievance procedure.

Guidelines for Matters Regarding a Staff Member

A. First Level

Generally, if the matter concerns a staff member other than the District Administrator, the individual(s) should discuss the matter with the staff member. The staff member shall take appropriate action within his/her authority to deal with the matter.

Discussion with the staff member may not be appropriate in some situations including, for example, where the matter involves suspected child abuse, substance abuse, or any other serious allegation which may require investigation or inquiry by school officials prior to approaching the professional staff member.

As appropriate, the staff member shall report the matter and whatever action may have been taken to the supervisor.

B. Second Level

If the matter has not been satisfactorily addressed at the First Level or it would not be appropriate to discuss the matter with the staff member, the individual(s) may discuss the matter with the staff member's supervisor. Discussions with the supervisor shall occur promptly following any discussion with the staff member.

C. Third Level

If the matter has not been satisfactorily addressed at the Second Level, the individual(s) may submit a written request for a conference to the District Administrator. This request should include:

1. the specific nature of the request, suggestion or complaint and a brief statement of the facts giving rise to it;
2. the respect in which it is alleged that the individual(s) (or child of the complainant) has been affected adversely;
3. the action which the individual(s) wishes taken and the reasons why it is felt that such action be taken.

The request must be submitted promptly after discussion with the staff member's supervisor. The District Administrator shall respond in writing to the individual(s) and shall advise the Board of any resolution of the matter.

D. Fourth Level

If the matter has not been satisfactorily addressed at the Third Level, the individual(s) may submit a written request to the Board to address the matter. Any such request must be submitted promptly within ten (10) business days of receiving the District Administrator's written response.

The Board, after reviewing all material relating to the matter shall provide the individual(s) with a written response.

The individual(s) complainant shall be advised, in writing, of the Board's decision no more than ten (10) business days following the next regular meeting. The Board's decision will be final on the matter, and it will not provide a hearing to other complainants on the same issue.

If the individual(s) contacts an individual Board member to discuss the matter, the Board member shall inform the individual that s/he has no authority to act in his/her individual capacity and may refer the individual(s) to this guideline or the District Administrator for further assistance.

Matters Regarding an Administrative Staff Member

Since administrators are considered members of the District's professional staff, the general procedure specified in "Matters Regarding a Staff Member" shall be followed.

Matters Regarding the District Administrator

Should the matter be a concern regarding the District Administrator which cannot be resolved through discussion with the District Administrator, the individual(s) may submit a written request to the Board to address the matter. This request should include a description of:

- A. the specific nature of the matter and a brief statement of the facts giving rise to it;
- B. the respect in which the individual(s) has been, or will be affected;
- C. the reason that the matter was not able to be resolved with the District Administrator;
- D. the action which the individual(s) wishes taken and the reasons why it is felt that such action should be taken.

The Board, after reviewing the request, may grant a hearing before the Board or a committee of the Board, refer the matter to an executive session, take formal action on the matter, or take other appropriate action to deal with the matter.

The individual(s) shall be advised, in writing, of the Board's action or decision within thirty (30) business days of receiving the request. The Board's decision will be final.

Guidelines for Matters Regarding a Support Staff Member

In the case of a support staff member, the complaint is to be directed, initially, to the person's supervisor, and then in subsequently higher levels as prescribed in "Matters Regarding a Staff Member."

Guidelines for Matters Regarding District Services or Operations

If the matter relates to a District procedure or operation, it should be addressed, initially, to the Program Supervisor or Building Administrator and then in subsequently higher levels as prescribed in "Guidelines for Matters Regarding a Staff Member."

Matters Regarding the Educational Program

If the matter relates to a District program, it should be addressed, initially, to the Program Supervisor or Program Administrator and then in subsequently higher levels as prescribed in "Guidelines for Matters Regarding a Staff Member".

Adopted: 4/9/07
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