

Public Complaint Procedure

Step 1: Meet with teacher or staff to resolve problem

1. Try to amicably resolve the issue with the teacher or staff member involved.
2. **Please** set up an appointment to meet with that person **outside of class time** to discuss your complaint (See student/parent handbook).
3. You may ask the principal to be present.
4. We welcome parents, etc., to visit classrooms but please schedule these visits in advance.
5. If, given time for mutually-agreed solutions to be implemented, you are dissatisfied, move to step 2.

Step 2: Meet with principal to resolve problem

1. The complaint must be written and signed on a completed district form in order to be investigated further.
2. If you wish, the principal can help you write down your complaint.
3. The principal will investigate and report in a timely fashion.
4. "The individual employee involved will be advised of the nature of the complaint and will be given every opportunity for explanation, comment and presentation of the facts as he/she sees them."
(Board policy KLD - Public Complaints about District Personnel)
5. If dissatisfied with the outcome move to step 3.

Step 3: Meet with superintendent to resolve problem

1. The superintendent will use factual information reported in the complaint and otherwise gathered.
2. The superintendent will report his/her findings and/or solution(s) to all parties involved. (Staff may choose to be represented at meetings with administrators.)
3. If dissatisfied with the outcome move to step 4.

Step 4: Complaint brought to the Board

1. “If it appears necessary, the administration, the person who made who made the complaint or the employee involved may request a meeting with the Board for the purposes of further study and a decision by this body.” (Board policy KLD - Public Complaints about District Personnel)
2. The Board will meet in executive session “unless the affected employee requests otherwise.”
3. “The Board will conduct such meetings in a fair and just a manner as possible.” (Board policy KLD - Public Complaints about District Personnel)

Although we strongly recommend the complaint first be taken to the teacher, other staff, principal or superintendent (if subject of complaint), action can start at next level (e.g., complaint about principal can start at Step 3, above.).

Crow-Applegate-Lorane School District

COMPLAINT FORM

TO: Name of School _____

Person Making Complaint _____

Telephone Number _____ Date _____

Nature of Complaint _____

Suggested Correction _____

Office Use: Disposition of Complaint: _____

Signature: _____ Date: _____

cc: District Office