

Monument School District 8

Code: KLC-AR
Revised/Reviewed: 3/12
Orig. Code: KLC-AR

Public Complaints Regarding District Facilities or Services

Citizens of the District who have complaints about District facilities or services may register such complaints with the site administrator.¹

Required information concerning complaint:

1. Name(s) of person(s) making the complaint.
2. Whether the person(s) represents an individual or group.
3. Whether the person(s) making the complaint has discussed the problem with the site administrator.
4. A summary of the complaint and suggested solution.

Processing of complaint:²

1. Level 1. The complaint shall be presented in writing, with a suggested solution, to the site administrator. Five (5) working days will be allowed for a reply.
2. Level 2. If a satisfactory response is not received within five (5) working days, a copy of the complaint may be forwarded to the Superintendent, who will have ten (10) working days to reply.
3. Level 3. If a satisfactory response is not received within ten (10) working days, a copy of the complaint may be forwarded to the Governing Board for its consideration. Consideration as to the disposition of the complaint will be given within thirty (30) days.

¹If the matters of concern are eligibility and related procedures, procedural safeguards, or provision of a free and appropriate public education, the matter may be referred at any juncture in the procedure to the appropriate compliance coordinator.

²Ibid.