

# Morrow County School District

Code: **KL-AR**  
Adopted: 5/12/03  
Orig. Code(s): 8700-AR

## **Resolution Procedures for Patron Concerns, Inquiries or Complaints**

The district expects and welcomes inquiries on policies, administrative regulations, procedures, personnel and school-related incidents. To implement an orderly, productive and professional resolution to these inquiries, the procedures below shall be followed:

1. Complaints concerning the performance of an employee shall be processed through the procedures outlined in Article IV of the employee's current collective bargaining agreement, as applicable;
2. Inquiries and concerns regarding district operating procedures are to be referred and directed to the immediate person involved, or his/her immediate supervisor;
3. Questions regarding district land issues should be directed to the superintendent.

### **Informal Procedures**

The staff, employee(s), supervisors and/or administrators are to utilize all possible means to resolve the concerns or questions as soon and as efficiently as possible and at the lowest level of responsibility in an informal manner.

### **Formal Procedures**

Complaints or concerns unresolved at the Informal Level are to be presented in writing on the form enclosed for a formal procedure:

- Step 1 The concern, inquiry or complaint is to be submitted in writing on the enclosed form properly filled out, signed and presented to the principal or supervisor involved;
- Step 2 If the concern is not satisfactorily resolved at Step 1, the concern is to be submitted to the superintendent. The superintendent is to confer with all parties in an attempt to resolve all issues;
- Step 3 If the concern is unresolved at Step 2, the complaint may be presented to the Board in writing for its resolution.

Time is essential when matters concerning district personnel and/or district procedure, policy or regulation are questioned.

Grievance forms may be obtained from the school offices if the concerns or complaints involve the violation of a collective bargaining agreement.