

## **Complaints Concerning Staff or Programs**

Most concerns and complaints can be resolved by informal discussion between the citizen (parent) and the staff member. To that end it is expected that board members and administrators will refer complainants to the affected staff member. Following formal contact between the complainant, the referring administrator shall make contact with the complainant and seek to assess if the concern was successfully addressed.

If the matter was not resolved at this level the following procedures shall apply:

- A. The citizen (parent) will be advised of the process outlined in this procedure and provided the opportunity to document their concern in writing on Form 4220F-1.
- B. Upon receipt of a completed Form 4220F-1, the employee's supervisor (building principal or program manager) shall attempt to resolve the issue through a conference with the citizen (parent) and staff member (if appropriate). Following this meeting, the principal will forward a copy of Form 4220F-1 and Form 4220F-2 to the Superintendent of Schools. S/he will follow-up with the parent.
- C. If the problem is still not satisfactorily resolved by the principal, the Superintendent of Schools or his/her designee shall then attempt to resolve the matter through a conference with all parties involved. Following this meeting, Form 4220F-3 shall be completed.
- D. If the matter is still not resolved, the superintendent shall present the issue to the board. This shall occur in executive session if appropriate. The board shall 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 directly and adversely affects the contract status of the staff member, the board shall give written notice to the staff member of his/her rights to a hearing.

Date:

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