

## Regulation

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### COMMUNITY COMPLAINTS AND INQUIRIES

Members of the community are encouraged to bring questions and complaints directly to the involved party. In cases where a member of the community does not feel comfortable speaking directly to the involved staff member, or the staff member is not responsive or unavailable the following procedures shall apply:

- A. Matters that concern teachers or administrators shall be reported in writing to the immediate supervisors. The supervisor shall respond to the question or complaint and document the interaction and resolution in writing;
- B. Matters that concern district policies and regulations shall be submitted in writing to the superintendent or his or her designee. The superintendent or his or her designee shall respond to the question or complaint and document the response and the resolution in writing;
- C. Complaints and inquiries that are not satisfactorily answered by the supervisor may be submitted in writing to the superintendent. The superintendent shall review the disposition report from the supervisor/administrator who initially responded to the question or complaint (see "A" above). The superintendent or his or her designee shall respond to the question or complaint and document the response and the resolution in writing;
- D. Complaints and inquiries that are not satisfactorily answered by the superintendent may be submitted in writing to the board. The board shall review all the disposition reports from the supervisor/administrator and the superintendent (see "A" and "C" above). The board shall respond to the question or complaint in writing by either affirming the disposition of the superintendent or granting a board hearing. The disposition of the board hearing shall be final and submitted to the grievant in writing before the next regular board meeting following the appeal;
- E. Complaints and inquiries that are not satisfactorily answered by the board may be appealed to the Commissioner of Education.

Complaints and inquiries that are brought directly to the board shall be referred to the appropriate authority level established in these guidelines.

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