

## COMPLAINT PROCEDURES

A parent or citizen is encouraged to first discuss their concern with the District employee(s) most directly associated with the concern.

If the parent or citizen is not comfortable discussing the matter with the District employee(s) most directly associated with the concern, they may discuss the matter with the immediate supervisor. If the complaint involves the district administrator, the parent or citizen may bring the complaint to the board president, who shall consult with legal counsel for the Board for advice on the appropriate procedure to process the complaint.

If the complaint is not resolved by discussing the matter with the District employee(s) most directly associated with the concern, the parent or citizen may discuss the matter with the immediate supervisor of the District employee(s) most directly associated with the concern. The immediate supervisor may either arrange a conference between the parties involved, meet separately with the parties to understand the concerns and resolve the complaint, or refer the complaint to another official of the district as appropriate.

If the complaint is not resolved by discussing the matter with the immediate supervisor of the District employee(s) most directly associated with the concern, the parent or citizen may discuss the matter with the district administrator. If the district administrator is unable to resolve the issue to the satisfaction of all parties, the parent or citizen may refer their concern to the full Board. The Board has the authority to refer any complaint to a Board committee, or to another individual, or to hear the complaint directly from the parent or citizen. The Board has the authority to hear, or decline to hear, any complaint directly.

**APPROVED:** November 12, 1985  
October 21, 2013  
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