

### **Public Concerns and Complaints**

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively is welcomed by the Board of Education.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints involving instruction, discipline or learning materials will be as follows:

1. Teacher
2. Principal
3. Superintendent
4. Board of Education

Any complaint about school personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.

When a complaint is made directly to an individual Board member, the procedure outlined below shall be followed:

1. The Board member shall refer the person making the complaint to the principal or superintendent.
2. If the person will not personally present the complaint to the principal or superintendent, the Board member shall then ask that the complaint be written and signed. The Board member may then refer the complaint to the principal or superintendent for investigation.
3. If at any time the person making a complaint feels that a satisfactory reply has not been received from a principal, that person should be advised to consult with the superintendent and, if still not satisfied, to request that the complaint be heard by the Board of Education.

(Adoption date: September 19, 2013)