

The district will endeavor to respond to and resolve all complaints in a fair, equitable, and prompt manner. The individual with a complaint is encouraged to first discuss it with the teacher, counselor, or building administrator involved, with the objective of resolving the matter promptly and informally.

When a parent of a student has a complaint against an employee of the district that cannot be resolved at the informal level, the following procedure shall apply:

1. The parent will contact the principal to inform him/her of the nature of the complaint.
2. The principal will arrange for a meeting between the teacher or employee to whom the complaint was brought forth and the parent or student. The arrangement for such meeting shall be made as soon as possible.
3. If the complaint is not resolved at this level, the superintendent /principal shall meet with all parties involved in the complaint to mediate a resolution.
4. If the complaint is not resolved at the superintendent/principal level, the parent or student must submit a written complaint to be filed at the Board of Trustees.

Cross Reference: Policy # 424.1 Hazing/Harassment/Intimidation/Bullying/Menacing



**LEGAL REFERENCE:**

Board Action

ADOPTED: 6/13/05

AMENDED: