

## CONCERNS AND COMPLAINTS FROM THE PUBLIC ABOUT SCHOOL EMPLOYEES

- When a member of the community has a concern or complaint about a school employee the following guidelines should be followed.
- Resolving the concern/complaint will be handled by the employee first. The Superintendent will be informed of all complaints.
- When a complaint is made directly to the Board, it will be referred back to the administration for study and resolution.

### HOW TO FILE A COMPLAINT:

#### *Level I*

- Use the Public Complaints About School Personnel Form (KEB-E) to file a complaint or concern about the employee.
- Give this form to the employee's supervisor
- The complaint will be presented to the employee along with a suggested solution
- The employee will have 5 days to reply to the complaint at each level
- If the issue is not resolved it may be reviewed by the employee's supervisor

#### *Level II*

- Only one Complaint Form is necessary for the entire process.
- Upon the request of the member of the public, the employee's supervisor will review the complaint and the employee's reply
- The supervisor will make a decision and respond to both parties
- If the issue is not resolved it may be reviewed by the Superintendent

#### *Level III*

- Upon the request of the member of the public, the Superintendent will review the complaint and the supervisor's response
- The Superintendent will make a decision and respond to both parties

#### *Level IV*

- Within 10 days of the Superintendent's decision, any of the people involved may request the complaint be sent to the Governing Board
- The Board will consider all facts and provide the employee with due process in making a decision