

GENERAL CONCERNS AND COMPLAINTS FROM THE PUBLIC

- When a member of the community has a concern or complaint the following guidelines should be followed.
- If the issue is about your student, please start at the informal level by talking to their teacher. If the issue is about the school, please first contact the school principal.
- 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:

Informal Level

- *First try to resolve the issue in a conference with your student's teacher*
- *After this conference if the issue is not resolved, then talk with the school principal*
- *If the issue is not resolved, file a Formal Complaint with the Superintendent*

If the issue has not been resolved then proceed to the formal level

Formal Level

- *Use the Public Concerns & Complaints Form (KE-E) to file a formal concern or complaint*
- *This form should be given to the Superintendent for review.*
- *The Superintendent will respond to your concern or complaint.*