

PUBLIC COMPLAINTS

Complaints by citizens regarding any facet of the school operation often can be handled more satisfactorily by the administrative officer in charge of the unit closest to the source of the complaint. In most instances, therefore, complaints will be made to the Building Principal and/or his/her assistant if the matter cannot be resolved by the teacher, coach, or other school employee.

If the complaint and related concerns are not resolved at this level to the satisfaction of the complainant, the complaint may be carried to the Superintendent and/or one of his/her assistants. Unresolved complaints at the building level must be reported to the Superintendent by the Building Principal. The Superintendent may require the statement of the complainant in writing.

If the complaint and related concerns are not resolved at the Superintendent level to the satisfaction of the complainant, the complaint may be carried to the Board of Education. Unresolved complaints at the Superintendent level must be reported to the Board of Education by the Superintendent. The Board of Education reserves the right to require prior written reports from appropriate parties.

Frequently, parents/guardians, students and other community members request help in knowing the best way to communicate with the school. The communications guidelines outlined below will serve as a helpful resource. By contacting the following people in the prescribed order, questions will be answered more efficiently.

| Questions About | 1 st Contact | 2 nd Contact | 3 rd Contact | 4 th Contact |
|--|-------------------------|---------------------------|-------------------------|---------------------------------------|
| Academics | Teacher | Building Principal | Superintendent | Board of Education |
| Athletics | Coach | Athletic Director | Superintendent | Board of Education |
| Behavior | Teacher | Building Principal | Superintendent | Board of Education |
| BOE Policies | District Clerk | Superintendent | Board of Education | |
| Budget | Business Office | Superintendent | Board of Education | |
| Cafeteria | Cafeteria Manager | Building Principal | Superintendent | Board of Education |
| Classroom Procedures | Teacher | Building Principal | Superintendent | Board of Education |
| Co-Curricular | Advisor | Building Principal | Superintendent | Board of Education |
| Facilities Use a. <i>Building Use</i> | Building Principal | Director of Facilities | Superintendent | Board of Education |
| b. <i>Athletic Facilities (gyms, fields)</i> | Athletic Director | Director of Facilities | Superintendent | Board of Education |
| Health Office | Building Nurse | Building Principal | Superintendent | Board of Education |
| Scheduling | Teacher | School Building Counselor | Building Principal | Superintendent/ Board of Education |

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| Special Education | Teacher/Special Education Teacher | Director of Special Education | Superintendent | Board of Education |
| Transportation a. <u>Behavior</u> | Transportation Office | Building Principal | Superintendent | Board of Education |
| b. <u>Stops/Runs</u> | Transportation Office | Superintendent | Board of Education | |
| c. <u>Drivers/Personnel</u> | Transportation Office | Superintendent | Board of Education | |

Adopted: 4/20/20