

## **Concerns and Complaints**

It is the policy of the board that concerns or complaints related to the operation of the district shall be dealt with expeditiously, judiciously, and routinely.

Although no member of the community shall be denied the right to petition the board for redress of a grievance, the complaints will be referred back through the proper administrative channels for solution before investigation or action by the board. Exceptions are complaints that concern board actions or board operations only.

The proper channeling of complaints involving instruction, discipline or learning materials is as follows:

- Teacher
- Principal
- Superintendent or designate
- Board of Education

The proper channeling of complaints involving finance, facilities or busing shall, where appropriate, be as follows:

- Principal
- Transportation Supervisor
- Manager of Facility Services
- Secretary-Treasurer
- Board of Education

The proper channeling of complaints involving unprofessional or illegal conduct is as follows:

- Principal (school-based staff)
- Secretary-Treasurer (support staff)
- Superintendent of Schools (educational staff)
- Board of Education

Any concerns about school teaching and support staff will be investigated by the school and district administration before consideration by the board.

**Date of Board Approval: September 2008**

*Cross Reference: [Student Appeals Policy #13](#)*