

PUBLIC CONCERNS AND COMPLAINTS

Whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it will be referred to the school administration for study and resolution, if possible.

The administration will develop a procedure for courteously receiving complaints, and will take steps to make proper replies to complainants. If resolution of a problem cannot be accomplished at the building level, either party may refer the matter to the Superintendent for review.

The Board will consider hearing citizen complaints when they have not been resolved by the administration. Matters referred to the Board as a whole must be in writing, should clearly identify the problem, and specifically state the desired action. The Board will not consider or act on complaints that have not been explored at the appropriate administrative level.

Adopted: date of manual adoption

REGULATION**REGULATION****PUBLIC CONCERNS AND COMPLAINTS**

If a member of the community has a complaint, the following procedures are intended to assist in its resolution:

- If the matter relates to a student, and it is appropriate, talk with the student's teacher. If the matter remains unresolved, talk with the school administrator.
- If resolution of a problem cannot be accomplished at the building level, either party may refer the matter to the Superintendent for review.
- When a complaint is made directly to the Board as a whole or to a Board member as an individual, it will be referred to the school administration for study and resolution, if possible.
- The Board as a whole will consider hearing citizen complaints when they have not been resolved by the administration.
- The Board as a whole, or individually, will not consider or act on complaints that have not been explored at the appropriate administrative level.
- Matters referred to the Board as a whole must be in writing, should clearly identify the problem, and should specifically state the desired action.

EXHIBIT

EXHIBIT

PUBLIC CONCERNS AND COMPLAINTS

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(This Form to be Submitted to the Superintendent)

Person(s) or group filing complaint _____

Complainant's address _____ Phone _____

Complainant's E-mail address _____

Date complaint is filed _____

Has problem been discussed with the administration?

Yes No Date _____

Summary of the charges (description of incident or event, including date, place, time, additional persons, alleged problem, and suggested solution):

Identification of other witnesses or persons with information about concern:

EXHIBIT

EXHIBIT

The projected solution

Indicate what you think can and should be done to solve the problem. Be as specific as possible.

Signature of complainant

Date

The administration shall give one (1) copy to the complainant and shall retain one (1) copy for the file.

PUBLIC CONCERNS / COMPLAINTS ABOUT PERSONNEL

Trust in staff members and support for their actions should be such that employees are freed from unnecessary, spiteful, or negative criticisms and complaints.

In spite of this, criticisms and complaints may be forthcoming from the community. These complaints are best handled starting at the school level and, when necessary, should proceed through the various administrative levels.

All complaints shall be referred to the Superintendent for investigation. The employee involved shall be given an opportunity, at each administrative level at which the matter is reviewed, for explanation, comment, and presentation of facts, either formally or informally. The employee will be afforded elements of due process as provided in Arizona law.

Adopted: date of manual adoption

CROSS REF.: BBAA - Board Member Authority and Responsibilities
BEDH - Public Participation at Board Meetings

PUBLIC CONCERNS / COMPLAINTS ABOUT PERSONNEL

Required Information

The following information concerning a complaint is required:

- The name(s) of the person(s) making the complaint.
- Whether the person(s) making the complaint represents an individual or a group. If a group is represented, information shall be provided about the nature of the group and the manner in which the group has reviewed and taken a position on the matter.
- Whether the person(s) making the complaint has discussed the problem with the employee in question.
- A summary of the complaint(s) and of the above three (3) items.

Processing of Complaint(s) Following Written Summation

The complaint shall be presented to the employee toward whom it is directed, together with a suggested solution, personally and in writing, by the person(s) filing the complaint. It is the responsibility of the employee's supervisor to keep the Superintendent informed as the matter is reviewed at the various administrative levels.

The employee will have a minimum of five (5) working days in which to reply to the complaint at each administrative level at which the matter is reviewed.

If the complaint is not resolved between the originator of the complaint and the employee, the complaint shall be reviewed by the employee's supervisor. Until the matter is resolved, it may be reviewed at each successive administrative level.

The Superintendent shall be the final administrative level.

Following the decision of the Superintendent, if any of the parties concerned deem it necessary, the matter may be referred to the Board within ten (10) working days following the Superintendent's decision.

The Board shall consider all facts and provide the employee with all elements of due process in reaching a decision.

EXHIBIT

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**PUBLIC CONCERNS / COMPLAINTS
ABOUT PERSONNEL**

**PUBLIC COMPLAINTS ABOUT SCHOOL PERSONNEL
(This Form to be Submitted to the Employee's Supervisor)**

Person against whom the complaint is made _____

Employee's position _____ School/dept. _____

Person(s) or group filing complaint _____

Complainant's address _____ Phone _____

Complainant's E-mail address _____

Date complaint is filed _____

Has problem been discussed with the employee?

Yes No Date _____

Has problem been discussed with the employee's supervisor?

Yes No Date _____

Summary of the charges (description of incident or event, including date, place, time, additional persons, alleged improper conduct, and suggested solution):

EXHIBIT **EXHIBIT**

The projected solution

Indicate what you think can and should be done to solve the problem. Be as specific as possible.

Signature of complainant

Date

The administration shall give one (1) copy to the complainant and shall retain one (1) copy for the file.