

# KE-R1 - Public Concerns- Complaints Procedures

File: KE-R1

## PUBLIC CONCERNS/COMPLAINTS -- PROCEDURES

- A. All parents, students or other citizens initiating complaints or concerns regarding any aspect of the school department or an employee thereof shall be encouraged to seek a resolution through the classroom teacher.
- B. If the complaint cannot be resolved through the classroom teacher, the person initiating the complaint may appeal the decision to the school principal.
- C. If the complaint cannot be resolved through the school principal, the person initiating the complaint may appeal the decision to the superintendent.
- D. If the complaint cannot be resolved through the superintendent, it shall be placed on the agenda of the next regular school board meeting for the board's consideration if so requested by the person making the complaint.
- E. At all levels of this procedure, school employees should inform the person making the complaint of the right to appeal the decision and to whom the appeal should be made.
- F. At no place in this procedure should the person making the complaint skip over any of the levels.

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