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3 **COMMUNITY RELATIONS**

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5 Public Complaints and Suggestions

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7 While the Board places trust in its staff and desires to display support for their efforts in a manner that
8 discourages unjustified complaints, the Board recognizes that perceptions concerning activities of school
9 personnel will generate justified as well as unjustified criticisms and complaints from the community.
10 The Board expects the majority of complaints to be resolved at the lowest level of the administrative
11 chain and that this policy will not deter the receipt or resolution of minor unwritten complaints by staff
12 and administration.

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14 Whenever a complaint is received by a member of the Board, it shall be referred to the Superintendent.
15 The Board member will advise the constituent of the formal complaint process and forms. Upon receipt
16 of complaints by the Superintendent from the members of the Board or the public, students, or other
17 employees, the Superintendent or his designee will be responsible for the investigation of the actual basis
18 for the complaint and develop possible solutions to alleviate the basis of concern. The Superintendent
19 will take charge of investigations where the complainant alleges staff misconduct of a criminal nature or
20 other unprofessional conduct where the Board may ultimately be involved in an official capacity. The
21 investigation will provide the individual employee complained of the opportunity and sufficient time to
22 explain, comment and present the employee's perception of the events. During this investigation, the
23 Superintendent or his designee will be responsible for ensuring that the employee has that due process,
24 and the procedures accorded shall be consistent with the nature and seriousness of the complaint.
25 Confidentiality requirements shall be maintained at all times. When the complaint investigation is
26 handled at lower administrative levels, all complaint findings, conclusions and corrective actions shall be
27 forwarded to the Superintendent for review.

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29 While it is the responsibility of the Superintendent to keep the Board advised as to the general concerns of
30 the public concerning the staff, it is also recognized that provision of extensive information concerning
31 alleged transgressions of an employee to the Board may jeopardize the employee's eventual right to a due-
32 process hearing should one become necessary. Therefore, so as not to raise issues concerning an unbiased
33 tribunal, the Board will not expect, nor will the Superintendent provide the Board with, specific detail on
34 any investigation of a complaint when it is perceived that the Board will become the final arbiter of the
35 complaint or the employee's continued status with the district. With the exception of complaints
36 concerning the Superintendent and except as provided in this policy, the Board shall not receive or
37 consider complaints about other employees either in a formal meeting or individually. For other
38 employees the Board will be advised by the Superintendent at such time as the Superintendent determines
39 that Board action is required to resolve the matter.

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41 The Board is interested in receiving valid complaints and suggestions. Public complaints and suggestions
42 shall be submitted by the Uniform Complaint Procedure to the appropriate-level staff member or District
43 administrator. Each complaint or suggestion shall be considered on its merits.

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45 Unless otherwise indicated in these policies or otherwise provided for by law, no appeal may be taken
46 from any decision of the Board.

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48 Cross Reference: 1700 Uniform Complaint Procedure

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50 Policy History:

51 Adopted on: 04/06/2000

52 First reading on: 11/10/21

53 Second reading/Adopted on: 12/8/21