

## Board of Directors

Series 200

Policy Title: General Complaints by Citizens

Code No. 208.11A

The board recognizes that concerns regarding the operation of the school district will arise. The board further believes that constructive criticism can assist in improving the quality of the education program and in meeting individual student needs more effectively. The board also places trust in its employees and desires to support their actions in a manner which frees them from unnecessary or unwarranted criticism and complaints.

Procedures for dealing with complaints concerning programs or practices should be governed by the following principles:

- where action/investigation is desired by the complainant, or where it seems appropriate, the matter should be handled as near the source as possible;
- complaints should both be investigated and, if possible, resolved expeditiously;
- complaints should be dealt with courteously and in a constructive manner; and,
- individuals directly affected by the complaint should have an opportunity to respond.

Specific procedures for handling complaints may be established in policies. The board, consistent with its board policy-making role, will deal with complaints concerning specific schools, programs or procedures only after the usual channels have been exhausted. Those channels typically are:

1. Take your concern to the person closest to the problem (teacher, coach, sponsor, etc.)
2. Present your concern to the next level, usually the building principal (or in the case of athletics/activities, the athletic director.)
3. Present your concern to the superintendent.
4. If all of the above have not produced a suitable answer, contact a school board member with a written request to be placed on the board agenda. This request should be in writing, signed and explain the steps (who they have contacted and when) the individual has followed to that point. The board member will share the request with the board president and the board secretary.

Complaints regarding employees or complaints by students will follow the more specific policies on those issues.

When a complaint requiring attention is received by the board or a board member it will be referred to the superintendent. After all of the channels have been exhausted, the complainant may appeal to the board by requesting a place on the board agenda or during the public audience portion of the board meeting. If the complainant appeals to the board, the appeal shall be in writing, signed and explain the process followed by the complainant prior to the appeal to the board.

Date of Adoption:  
January 8, 2014

Legal Reference (Code of Iowa):

Date Amended:  
January 18, 2017

Related Administrative Rules and Regulations:

Date Reviewed:  
December 16, 2015

## Grievance/Complaint Documentation Form

Date: \_\_\_\_\_.

Name of grievant/complainant: \_\_\_\_\_.

Contact Information: \_\_\_\_\_.

Description of grievance/complaint: \_\_\_\_\_.

\_\_\_\_\_.

\_\_\_\_\_.

\_\_\_\_\_.

Relief Requested: \_\_\_\_\_.

\_\_\_\_\_.

\_\_\_\_\_.

\_\_\_\_\_.

Grievant/Complainant Informed of Next Step in Process: Yes No Date: \_\_\_\_\_.

\_\_\_\_\_.

Signature of Grievant/Complainant

Signature of Recipient

Action Taken: \_\_\_\_\_.

\_\_\_\_\_.

\_\_\_\_\_.

\_\_\_\_\_.

Date Grievant/Complainant Informed of Action Taken: \_\_\_\_\_.

Method used to notify Grievant/Complainant: \_\_\_\_\_.

Grievant/Complainant Informed of Next Step in Process: Yes No Date: \_\_\_\_\_.

Date Copy Provided to Immediate Supervisor: \_\_\_\_\_.

### Channels as outlined in Board Policy 208.11A

1. Take concern to the person closest to the problem (teacher, coach, sponsor, etc.)
2. Present your concern to the next level, usually the building principal (or in the case of athletics/activities, the activities director)
3. Present your concern to the superintendent
4. If all of the above have not produced a suitable answer, contact a school board member with a written request to be placed on the board agenda. This request should be in writing, signed and explain the steps (who they have contacted and when) the individual has followed to that point. The board member will share the request with the board president and the board secretary.

**Grievant/Complainant has ten school days in which to bring the original complaint and 10 school days at each level in order to continue moving the complaint through the channels. The 10 days begins when the grievant/complainant is informed of the action taken to address their complaint, as noted by the date and signature on the form.**