

## COMPLAINTS

All parents, students and other citizens initiating complaints or concerns regarding any aspect of the School Department or an employee thereof shall be encouraged to seek a resolution at the lowest possible level. The only exceptions are complaints that concern School Board actions or operations. Such complaints should be addressed to the Board Chair.

If the complaint cannot be resolved at the lowest possible level, the person initiating the complaint may appeal to the next level, i.e., that individual's supervisor. For example, a complaint about a teacher should be addressed first with the teacher, before being brought to the teacher's supervisor.

If the complaint cannot be resolved at any lower level, it may be appealed to the Superintendent. If the complaint remains unresolved at the Superintendent's level, the person making the complaint may request that the matter be placed on the agenda of the next regular School Board meeting. The Superintendent/Board Chair shall determine whether the complaint should be placed on the agenda.

At all levels of the procedure, school employees are required to inform the person making the complaint of his/her right to appeal the decision to the next level.

It is not the intent of this policy to address and cover complaints made by employees about their terms and conditions of employment. These complaints should be brought forward by unionized employees through the informal, and if necessary, formal steps of the contractual grievance procedure. For non-unionized employees, these complaints should follow the chain of command, and should first be presented to the employee's supervisor, and if the complaint is unresolved it could be raised through the building principal level to the Superintendent.

**CROSS REFERENCE: *BEDB – AGENDA***  
***BEDH – PUBLIC PARTICIPATION AT BOARD MEETINGS***  
***KL-E – ADDRESSING COMPLAINTS, CONCERNS, AND***  
***ISSUES AT THE LOWEST LEVEL***  
***KL-R – BOARD COMPLAINT AND APPEAL PROCEDURE***

**ADOPTION: August 8, 2002**  
**FIRST READING OF REVISIONS: March 10, 2022**  
**SECOND READING OF REVISIONS: March 24, 2022**  
**ADOPTION OF REVISIONS: March 24, 2022**

*/bb/PolicyComplaintsKL03242022*