

### COMPLAINT PROCEDURE

Any parent/guardian or pupil who has a complaint regarding a teacher, school policy, school rules or regulations, shall present the complaint in writing to the respective building principal. Complaints regarding employees other than teachers shall be presented to the employee's immediate supervisor. The principal/immediate supervisor shall endeavor to schedule a conference within ten school days of the receipt of the complaint. Should the complaint be regarding an employee, the employee shall be provided a copy of the written complaint within five school days of its receipt or prior to the scheduled conference, whichever is sooner.

If the grievant is not satisfied with the decision of the building principal/immediate supervisor, the grievant may present the complaint in writing to the Superintendent who will arrange a meeting to discuss the situation with the aggrieved party. The complaint must be submitted within ten school days of the conference with the building principal/immediate supervisor, otherwise it will be dismissed.

If the grievant is not satisfied with the decision of the Superintendent, the grievant may request a hearing before the Board of Education. The written hearing request must be submitted within ten school days of the conference with the Superintendent, otherwise it will be dismissed. The Board shall decide whether or not to hear the complaint. Should the Board decide not to hear the complaint, the disposition rendered by the Superintendent shall become the disposition of the Board.

Should the complaint be heard by the Board, all parties involved, including the school administration, shall be requested to attend such a meeting. The Board will respond to the complaint in writing within ten school days of the hearing before the Board of Education.

Date: June 15, 1983  
Revised: July 17, 1996  
Revised: April 25, 2001