

906. PUBLIC COMPLAINTS

1. Purpose

Any resident or community group shall have the right to present a request, suggestion or complaint concerning School personnel, the program, or the operations of the School. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide a fair and impartial manner for seeking appropriate remedies.

2. Authority

Although no member of the community shall be denied the right to petition the Board for redress of a grievance, the complaints will be referred back through the proper administrative channels for solution before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations only.

The Board advises the public that the proper channeling of complaints involving instruction, discipline, or learning materials is as follows:

1. Teacher
2. Principal
3. Managing Director
4. Board

Complaints about School Policies

Although no member of the community shall be denied the right to petition the Board concerning local individual school policies, the complaints will be referred back to the local school administration for solution before investigation, or action, by the Board. The Board advises the public that the proper channeling of complaints concerning local school policies is as follows:

1. Principal of the local school whose policy is being challenged
2. Managing Director
3. Board

Complaints about School Facilities and Services

Although no member of the community shall be denied the right to petition the Board concerning facilities and services in the School the complaints will be referred back to the appropriate administrative officials for a solution before investigation, or action, by the Board.

The Board advises the public that the proper channeling of complaints concerning School services or facilities is as follows:

1. The administrator in charge of the service or facility

2. Managing Director/Principal for Board

Complaints about School Personnel

Realizing that education is a human-to-human relationship and that such relationships may at times cause stress, the Board mandates the following policies concerning complaints about School personnel:

1. To be given proper attention, all complaints must be provided in writing, be signed, and be addressed properly to the person's immediate supervisor.
2. All such complaints must be delivered or mailed to the immediate superior of the person about whom the complaint is made, at which time the superior will notify that person.
3. All such complaints shall be specific and void of personal abuse and/or excessive emotionalism, either to the School, its Board or the person(s) being discussed.
4. All such complaints shall, upon receipt, be weighted, analyzed, and discussed with all proper school authorities and finally would be acted upon by the immediate superior of the person being discussed. The party submitting the original complaint shall also be informed as to the nature and direction of the action taken by the school authorities. In no case shall any individual's rights under the law be preempted by these policies as established by the Board.

APPROVED BY THE BOARD OF DIRECTORS
SEPTEMBER 20, 2003