

## **Public Concerns and Complaints**

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively is welcomed by the Board of Education.

Public complaints made pursuant to this policy may involve personnel or district operations. Such complaints shall be processed in accordance with this policy's accompanying regulation. Public complaints concerning unlawful discrimination, instructional resources or teaching methods shall be processed according to applicable Board policy, as listed in this policy's cross references.

This policy and accompanying regulation shall not apply to parent/guardian concerns or complaints filed on behalf of a student or concerning a student. If a parent/guardian files a complaint, the district shall follow applicable Board policy in responding to the complaint, as listed in this policy's cross references.

The Board relies on district staff to resolve concerns raised by the public and believes that complaints are best handled and resolved as close to their origin as possible. Therefore, whenever a complaint is made directly to the Board or an individual Board member, it shall be referred to the superintendent, who shall process the complaint in accordance with this policy's accompanying regulation.

Adopted: August 2000  
Revised: September 2020

### **CROSS REFS.:**

#### *Administrative policies:*

- AC, Nondiscrimination/Equal Opportunity
- JII, Student Concerns, Complaints and Grievances
- JKD/JKE, Suspension/Expulsion of Students (and Other Disciplinary Interventions)
- JRA/JRC, Student Records/Release of Information on Students
- KEC, Public Concerns/Complaints about Instructional Resources