General Administration

Resolving Public Complaints

Any person or group having a legitimate interest in the operations of this district shall have the right to present a general request, suggestion or complaint concerning district personnel, the programs or the operations of the district. In considering requests, suggestions or complaints, the Board of Education has a duty to protect its staff from unnecessary disruptions. The Board believes the public has a right to express concerns without fear of repercussions. A complaint shall not be given consideration without the identification of the complainant.

The Board believes that requests, suggestions and complaints are best handled through informal discussions among interested parties at the lowest level possible. Only when such discussions fail to resolve the matter, should the complainant move up the chain of command according to the district’s Organizational Chart (Board Policy CCA). It is generally understood that if the complaint is not resolved within 10 business days that the complainant may progress to the next level.

Adopted: June 19, 2000
Amended: January 19, 2010
                        October 22, 2018