

## **PUBLIC COMPLAINTS**

The Southwest Technology Center Board of Education welcomes comments and suggestions for improvement from the patrons whom it serves. Constructive criticism of the schools is welcome whenever it is motivated by a sincere desire to improve the quality of the educational program or to allow the schools to do their tasks more effectively. However, the board has confidence in its professional staff and desires to support their actions in order that they are free from unnecessary, spiteful, or negative criticism and complaint. Therefore, whenever a complaint is made directly to the board as a whole or to a board member as an individual, it will promptly be referred to the school administration for study and possible solution.

Since individual board members have no authority to resolve complaints, other than by formal board action, administrators are expected to follow up on all complaint referrals and to advise the board members of the nature of the complaint and the action(s) taken. The board expects that the administration will develop a procedure for receiving complaints courteously and that it will take steps to make a proper reply to the complainant. Follow-up shall be in the form of a written memorandum to the board members.

Anonymous complaints provide no avenue for response or redress of the complaint. Therefore, it will be the policy of the board that anonymous complaints shall not be pursued. An unsigned complaint will not be read or acted upon at any meeting of the board and anonymous telephone complaints will not be brought to the board by any individual board member, administrator, or other district employee. Further, the administration will not act on any anonymous complaint.

Complaints for which specific resolution procedures are provided shall be directed through those channels. This includes complaints about personnel, complaints about instructional materials, etc.

Complaints should be resolved at the lowest possible level of authority. Should a patron wish to complain about the action of an employee, teacher, or support staff, the complaint should be directed to the individual involved. If the complaint cannot be resolved at that level, the patron is encouraged to bring the matter to the attention of the individual's immediate supervisor. If the issue is still not resolved, an appeal may be made to an additional supervisor or administrative personnel in the chain of responsibility. If the complaint cannot be resolved at the building level, either party is encouraged to bring the matter to the attention of the superintendent of schools.

If all other remedies have been exhausted and a complaint cannot be satisfactorily resolved, the complaint may be appealed to the board of education. No appeal will be heard by the board and no charges or accusations against an employee will be investigated or acted upon unless the accusations are reduced to writing, signed by the party making the complaint, and presented to the board at least ten (10) days before the meeting at which they are to be heard. Complaints may be submitted to the superintendent or the board president.

In addition to the above, the board will request written reports be provided to the board prior to the meeting from the following:

1. The person against whom the complaint is made,
2. The campus director,
3. The superintendent, and
4. The complainant.



**PUBLIC COMPLAINTS (Cont.)**

Generally, all parties involved will be asked to attend the board meeting for the purposes of presenting any additional facts, making further explanations, and clarifying the issues.

The board will not consider or act upon complaints that have not been explored at the appropriate administrative level or complaints for which specific resolution procedures have been established that do not include board review. If the board decides to hear the complaint, the board shall make a decision that shall be sent to all interested parties. The board's decision is final.

**Adopted: January 1994 as policy B-162**  
**Revised: November 1995**