

## 107: Public Complaint Policy

### I. Purpose:

- a. 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.

### II. Policy Statement:

- a. 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.
- b. Communication Channels for Complaints about Instruction, Discipline, or Learning Materials:
  - i. The Board advises the public that the proper channeling of complaints involving instruction, discipline, or learning materials is as follows:
    1. Teacher
    2. The administrator in charge of academics
    3. Head of School
    4. Board of Directors
- c. Communication Channels for Complaints about School Policies:
  - i. 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 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:
    - ii. The administrator in charge of academics
    - iii. Head of School
    - iv. Board of Directors
- d. Communication Channels for Complaints about School Facilities and Services:
  - i. 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:
    - ii. The administrator in charge of the service or facility
    - iii. Head of School
- e. Complaints about School Personnel:

- i. The Board mandates the following policies concerning complaints about School personnel:
  1. To be given proper attention, all complaints must be provided in writing, 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.

III. Responsibility:

- a. It is the responsibility of the community or any person bringing complaints to follow the policies above. The school staff and Board of Directors must take appropriate action when complaints are filed.

IV. Related Policies:

V. Related Procedures and Documents:

Approval and Revision Dates:

APPROVED BY THE BOARD OF DIRECTORS SEPTEMBER 20, 2003

REVISED BY THE BOARD OF DIRECTORS ON JULY 23, 2019