

## SCHOOL DISTRICT - COMMUNITY RELATIONS

### NO IASB POLICY

#### Series 900

Policy Title Citizen Complaints

Code No. 906.05

The Board recognizes that situations may arise in the operation of the school which are of concern to parents or the public. The Board believes strongly that all concerns shall be resolved at the lowest possible level of decisions making by the individuals closest to the concern. The concerns are best dealt with through communication with appropriate staff members and school officials, such as faculty, the principals, the superintendent, and the board.

The following guidelines are suggested as the proper procedure to be followed by persons with questions or complaints:

1. Matters concerning individual students, a teacher, or other employees should first be addressed to the teacher or employee.
2. Unsettled matters from (1) above or a problem and questions concerning individual schools should be directed to the building principal, or employee's immediate supervisor.
3. Unsettled matters from (2) above or problems and questions concerning the school system should be directed to the Superintendent.
4. When a complaint requiring attention is received by the board or a board member it will be referred to the superintendent. After all of the channels have been exhausted, the complainant may appeal to the board by requesting a place on the board agenda or during the public audience portion of the board meeting. If the complainant appeals to the board, the appeal will be in writing, signed and explain the process followed by the complainant prior to the appeal of the board. (See policy 213.00 Regulation)

**Legal Reference:** (Code of Iowa)

Date of Adoption: May 14, 2012 (Revised)

Related Administrative Rules and Regulations: \_\_\_\_\_