



Book	BHASD Policies
Section	900 Community
Title	Public Complaints
Number	906
Status	Active
Adopted	June 28, 2004
Last Reviewed	September 11, 2017

906. PUBLIC COMPLAINTS

Authority

Any parent/guardian, resident or community group shall have the right to present a request, suggestion or complaint concerning district personnel, programs, or operations of the district. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the Board's intent to provide a fair and impartial manner for seeking appropriate remedies.

Any misunderstandings between the public and the school district shall be resolved by informal, direct discussions among the interested parties, following the established organizational structure. Only when informal meetings fail to resolve the differences shall more formal procedures be employed.

Delegation of Responsibility

Any requests, suggestions or complaints directed to individual Board members and/or the Board shall be referred to the Superintendent for consideration and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with established guidelines.

Guidelines

Matters Regarding A Staff Member

First Level - A matter specifically directed toward a district staff member shall be addressed initially to the concerned employee, who shall discuss it with the complainant and make every effort to provide a reasonable explanation or take appropriate action within the employee's authority.

As appropriate, the staff member shall report the matter and the resolution to the building principal or immediate supervisor.

Second Level - If the matter cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the building principal or the employee's immediate supervisor.

Third Level - If a satisfactory solution is not achieved by discussion with the building principal or immediate supervisor, a conference shall be scheduled with the Superintendent or designee. The principal or supervisor will provide to the Superintendent or designee a report that includes the specific nature of

the complaint, and a brief statement of relevant facts, how the complainant has been affected adversely, the action requested, and the reasons why such action should be taken.

Fourth Level - Should the matter not be resolved by the Superintendent or designee, directly relates to the Superintendent, or is beyond his/her authority and requires Board action, the Superintendent or designee shall provide the Board with a complete report.

Final Level - The Board, after reviewing all material relative to the case, shall provide the complainant with its written decision and may grant a hearing before the Board or a committee of the Board. The complainant shall be advised of the Board's decision, in writing, no more than ten (10) days following the hearing.

Matters Regarding A Program, Operation or Instructional Materials

A request, suggestion, or complaint relating to a matter of district or school policy, procedure, program, operation or instructional materials shall be addressed initially to the building principal or the designee who is directly concerned and then brought to higher levels of authority in the manner prescribed in this policy.

Matters Regarding Student Progress and Well-Being

In the case of a complaint directed toward this area, the guidelines specified in this policy shall be followed.