

CITIZEN COMPLAINTS

It is recognized by the Board of Education that school districts exist to serve the students of the district and that the Board is ultimately responsible to the citizens of the District. While the Board can only be accountable to the citizens of the District as a whole, it is important to provide a means for individual citizens to register concerns and to extend complaints regarding any matter over which the Board of Education has jurisdiction. It is also recognized that it is important to provide an orderly and timely procedure for the extension and response to citizen concerns and complaints. That procedure will ultimately provide an opportunity for appeal to the Board of Education or a designated Board committee.

Board of Education members do not have legal authority to manage District matters except when in attendance and acting at a meeting of the Board of Education or Board of Education standing committees. Board members receiving concerns or complaints from citizens should direct them to the Superintendent of Schools or the appropriate director. Copies of this policy and appropriate guidelines will be provided to the complainant. Board members will not personally investigate complaints or issue directives to staff in an attempt to resolve complaints.

The Superintendent shall be held responsible to the Board of Education for these functions.

Citizen complaints shall be identified as being in one of the following categories:

- Board of Education policy and policy guidelines
- Educational materials
- Personnel
- Procedures
- Programs/Activities

Complaints regarding educational materials shall be handled in accordance with the guidelines provided under Policy #6161 - Selection and Removal of Educational Materials. The Superintendent shall establish guidelines for the processing of complaints in the remaining categories listed above.

Adopted: 7/24/00
Revised: 2/28/11
8/10/15