

PATRON COMPLAINTS

Constructive criticism of the school is welcomed by the Apple Creek School Board whenever it is motivated by a sincere desire to improve the quality of the educational program or to equip the school to do their tasks more effectively. The Board has however, confidence in its professional staff and desires to support their action in order that they be 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. This follow-up should generally take the form of a brief 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 this 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 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 and complaints about instructional materials. (See BIBA and BIBB)

Complaints should be resolved at the lowest possible level of authority. If resolution of the problem seems unlikely either party is encouraged to refer the matter to the School Board President for review.

If all other remedies have been exhausted, and a non-personnel related complaint has not been satisfactorily resolved, the complainant may request that the matter be placed on the agenda of the next regular meeting of the Board. The complainant is encouraged to complain in writing and have it included in the agenda materials provided to the Board prior to the meeting. Generally all parties involved, including the administrator(s), shall be asked to attend such a meeting for purposes of presenting 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, which shall be sent to all interested parties. If the decision alters policy, the procedures for suspending, amending or adopting policy shall be followed. Complaints concerning personnel will be heard only in accordance with applicable statutes.

Descriptor Code: BIB

Cross Reference: Policy KAGAA/BIBB Complaints about curriculum instructional material
Policy KAGAB/BIBA Complaints about personnel

Legal Reference: NDCC Ch. 15-38.2 Teachers' Personnel Files
NDCC 15-47-38 Legislative intent in employment of teachers
Notification of discharge or failure to renew-Hearing

REFERENCE 3/96

**POLICY ADOPTED: 05 Sept 02
POLICY AMENDED: 11 Aug 09**