

## **PARENTAL COMPLAINTS**

While parents enjoy a unique relationship with the schools and are the recipients of special communications concerning school events and programs as well as communications concerning their own child's progress, the same channels of processing complaints shall be used by parents as by other citizens.

Complaints for which specific resolution procedures are provided shall be directed through those channels. This includes complaints about personnel and complaints about instructional materials.

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.

Complaints should be resolved at the lowest possible level of authority. If resolution of the problem seems unlikely at the building level either party is encouraged to refer the matter to the Principal for their 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. All non-personnel complaints shall be presented in writing and included in the agenda material 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.

Cross Reference: Policy KAGA/BIB Patron Complaints  
Policy KAGAA/BIBB Complaints about instructional materials  
Policy KAGAB/BIBAComplaints about personnel

Legal Reference: NDCC 15-38.2-04 Complaints against teacher  
NDCC 15-47-38 Legislative intent in employment of teachers  
Notification of discharge or failure to renew-Hearing

**POLICY ADOPTED: 05 Sept 02**  
**POLICY AMENDED: 12 Oct 09**