

## **COMPLAINTS**

All parents, students and other citizens initiating complaints or concerns regarding any aspect of the School Department or an employee thereof shall be encouraged to seek a resolution at the lowest possible level.

If the complaint cannot be resolved at the lowest possible level, the person initiating the complaint may appeal to the next level, i.e., that individual's supervisor. For example, a complaint about a teacher should be addressed first with the teacher, before being brought to the teacher's supervisor.

If the complaint cannot be resolved at any lower level, it may be appealed to the Superintendent of Schools. Should the complaint be unresolved at the Superintendent's level, it may, if appropriate, be placed on an agenda of the next regular meeting of the School Board or subcommittee of the School Board, as determined by the Superintendent, if so requested by the person making the complaint.

At all levels of the procedure, school employees are required to inform the person making the complaint of his/her right to appeal the decision to the next level.

This policy shall not be utilized by employees for matters or grievances relating to any term or condition of their employment.

<b>FIRST READING:</b>	<b>August 8, 2002</b>
<b>SECOND READING:</b>	<b>August 22, 2002</b>
<b>ADOPTION:</b>	<b>August 22, 2002</b>

/bb/policycomplaintsKL