



Book	Administrative Regulations
Section	1000 COMMUNITY RELATIONS
Title	Complaints Concerning School Personnel
Code	AR 1312.1
Status	Under Review/Revision
Cross References	E 9000 (a) Role of Board and Members BP 1312.1 - Public Complaints Concerning School Personnel BB 9321 - Executive Sessions
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Every effort should be made to resolve complaints regarding district employees at the earliest possible stage and the lowest possible level. Any person who complains about a district employee shall be encouraged to resolve the matter informally through direct communication with the employee whenever possible. Parents/guardians are encouraged to attempt to orally resolve concerns with the staff member personally.

In order to promote fair and constructive communication, the following procedures shall govern the resolution of complaints. ~~Every effort should be made to resolve a complaint at the earliest possible stage. Complaints concerning school personnel should be made directly by the complainant to the person against whom the complaint is lodged. Parents/guardians are encouraged to attempt to orally resolve concerns with the staff member personally.~~

1. If the complaint cannot be resolved informally by the persons involved, the complainant may submit the complaint in writing to the school principal or immediate supervisor. A written complaint must include the name of each employee involved and a brief but specific summary of the complaint and the facts surrounding it. It should also include a specific description of efforts made to discuss the complaint with the employee involved and the failure to resolve the matter.
2. **In order to ensure fair and equitable access to the complaint process, the district may assist a complainant in the complaint process and resolution efforts. Assistance can include, but is not limited to, cultural support, age appropriate support, and disability accommodation that will assist complainants with oral and written communications related to the complaint and resolution processes.**
3. All written complaints regarding District personnel other than administrators shall be initially filed with the principal or immediate supervisor. If the complaint regards a principal or central office administrator, the written complaint shall be initially filed with the Superintendent **or designee**. If the written complaint concerns the Superintendent, it shall be initially filed with the Board President. If the complaint is also against the District, the principal **or designee** shall provide a copy of the complaint to the ~~District~~ Superintendent **or designee** so that appropriate procedures may be followed.
4. The principal or immediate supervisor shall investigate and attempt to resolve the complaint **to the satisfaction of the person(s) involved. Once the investigation is complete, if the complaint is resolved, the principal will so advise all concerned parties, and include the Superintendent or designee. all concerned parties will be advised as to the outcome.**
5. If the complaint remains unresolved after review by the principal or the immediate supervisor, **the principal shall refer the written complaint, together with a report and analysis of the situation, to the complainant may appeal to the Superintendent or designee. for consideration. Complainants should consider and accept the Superintendent or designee's decision as final.**
6. The complainant, the employee, ~~or~~ the Superintendent **or designee** may **request in writing, reconsideration to the school board regarding the complaint. The written request must include the report set forth by the**

Superintendent or designee. ~~ask to address the School Board regarding the complaint.~~

7. Except when a complaint is directed against the Superintendent, no party to a complaint may address the Board, either in closed or open session, unless the Board has received a Superintendent's written report concerning the complaint.
8. **In accordance with School Board Exhibit 9000a, School Board members shall make every effort to not prejudice themselves by listening to or discussing the matter of the complaint with any other School Board members, staff, students or public prior to receiving the Superintendent's report and formally meeting as a Board on the issue.**
9. Complaints before the Board concerning an employee that may tend to be prejudicial to the employee's reputation or character shall be addressed in executive session of the Board except that the employee, **to whom the complaint was lodged,** may require the hearing to be conducted in open session. All parties to a complaint, including the school administration, may be asked to attend a Board meeting or part of such meeting for the purpose of presenting all available evidence and allowing every opportunity for explaining and clarifying the issue. Any decision of the Board following the hearing shall be final.