

Revised Sample Policy

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NOTE: While Colorado school districts are not required by law to adopt a policy on this subject, CASB believes this sample contains the content/language that reflects "best practices." However, the district should consult with its own legal counsel to determine appropriate language that meets local circumstances and needs.

Public Concerns and Complaints

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively is welcomed by the Board of Education.

Public complaints made pursuant to this policy may involve personnel or district operations. Such complaints shall be processed in accordance with this policy's accompanying regulation. Public complaints concerning unlawful discrimination, instructional resources or teaching methods shall be processed according to applicable Board policy, as listed in this policy's cross references.

This policy and accompanying regulation shall not apply to parent/guardian concerns or complaints filed on behalf of a student or concerning a student. If a parent/guardian files a complaint, the district shall follow applicable Board policy in responding to the complaint, as listed in this policy's cross references.

The Board relies on district staff to resolve concerns raised by the public and believes that complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, whenever a complaint is made directly to the Board or an individual Board member, it shall be referred to the superintendent, who shall process the complaint in accordance with this policy's accompanying regulation. the proper channeling of complaints involving instruction, discipline or learning materials will be as follows:

1. ~~Teacher~~
2. ~~Principal~~
3. ~~Superintendent~~
4. ~~Board of Education~~

~~Any complaint about school personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.~~

~~When a complaint is made directly to an individual Board member, the procedure outlined below shall be followed:~~

1. ~~The Board member shall refer the person making the complaint to the principal or superintendent.~~
2. ~~If the person will not personally present the complaint to the principal or~~

~~superintendent, the Board member shall then ask that the complaint be written and signed. The Board member may then refer the complaint to the principal or superintendent for investigation.~~

- ~~3. If at any time the person making a complaint feels that a satisfactory reply has not been received from a principal, that person should be advised to consult with the superintendent and, if still not satisfied, to request that the complaint be heard by the Board of Education.~~

(Adoption date)

CROSS REFS.: AC, Nondiscrimination/Equal Opportunity

IKE, Ensuring All Students Meet Standards (Promotion, Retention and Acceleration of Students)

JII, Student Concerns, Complaints and Grievances

JKD/JKE, Suspension/Expulsion of Students

JRA/JRC, Student Records/Release of Information on Students

KEC, Public Concerns/Complaints about Instructional Resources

KEF*, Public Concerns/ Complaints about Teaching Methods, Activities or Presentations

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