

## Community Relations

### Public Complaints and Suggestions

The School Board is interested in receiving valid complaints and suggestions. Public complaints or suggestions shall be referred to the appropriate level staff member or District administrator. Each complaint or suggestion shall be considered on its merits.

The Superintendent shall be responsible for establishing procedures for responding promptly to citizen questions and complaints that shall include, but not be limited to:

1. Identification of resource personnel on whom citizens can call for the prompt answering of questions and the resolution of problems.
2. A clear procedure for the formal resolution of problems when informal methods are not productive.
3. Appropriate levels of appeal to ensure that citizens receive a full and fair hearing in the resolution of problems.

An individual not satisfied after using the chain of command procedure may file a grievance under the Uniform Grievance Procedure. This policy shall not be construed to create an independent right to a hearing before the Board.

CROSS REF.: 2.260 (Uniform Grievance Procedure) and 6.260.

Adopted: June 25, 1998  
Reviewed: September 25, 2003  
Revised: March 24, 2011