

PUBLIC COMPLAINTS

- A. Constructive criticism of the schools will be welcomed by the Board when it is motivated by a sincere desire to improve the quality of the educational program.**
- B. Whenever a complaint is made directly to the Board as a whole or to an individual Board member, the individual or group involved will be advised to take their concern to the appropriate staff member.**
- C. The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible, and that the staff should be given every opportunity to consider the issues and attempt to resolve the problem prior to involvement by the Board. Therefore, the proper channeling of complaints will be as follows:**
- 1. Employee**
 - 2. Employee Supervisor**
 - 3. Superintendent**
 - 4. Board**
- D. If a complaint, which was presented to the Board and referred back through proper channels, is adjusted before it comes back to the Board, a report of the disposition of the matter will be made to the Board and then placed in the official files.**
- E. The Board expects the staff to receive complaints courteously and to make a proper reply to the complainant.**
- F. Matters referred to the Superintendent or Board must be in writing and should be specific in terms of the action desired.**
- G. Exceptions to this policy will be made when the complaints concern Board actions or Board operations only.**

Whenever a complaint about a school employee is received from a patron of the District by the School Board or a Board member, a copy of this policy and procedure for the resolution of the complaint shall be given to the patron.

- 1. Step 1. The patron will meet with the school employee to resolve the issue. If the issue is not resolved, the patron may put the complaint in writing and submit it to the employee's direct supervisor. A copy of the complaint will be given to the employee by the employee's direct supervisor.**
- 2. Step 2. The supervisor meets with the patron and employee individually or jointly in an attempt to resolve the problem. If resolution is agreeable to the patron and employee, a report and the implementation procedure will be made in writing by the supervisor and delivered to the Superintendent. If no agreement is reached, the supervisor will render a decision in writing. A copy will be given to the patron and employee. Within 10 days, either the patron or employee may go to Step 3 by writing to the Superintendent.**
- 3. Step 3. The complaint with the supervisor's action is given to the Superintendent. The Superintendent will meet with the patron, employee and supervisor together or individually and others at the Superintendent's discretion. If resolution is reached, the Superintendent writes a report and implementation and notifies the patron, employee, supervisor, and School Board. If no agreement is reached, the Superintendent will render a decision in writing and deliver it to the patron, employee and supervisor. The patron or employee may within 10 days, go to Step 4 by notifying the Superintendent.**
- 4. Step 4. The School Board will consider the complaint while meeting in executive session. The Superintendent will provide the Board with a file containing the complaint, employee's response, supervisor's decision and Superintendent's decision. At this hearing, the patron will explain the complaint and the Superintendent will explain the administration's response. The School Board will render a decision, which will be implemented by the Superintendent. The patron or the employee may appeal this decision to the Circuit Court as provided in SDCL Chapter 13-46.**

Employee Supervisor Complaint Resolution Form

Follow-up complaint resolution request from: _____

Person to whom complaint was delivered: _____

Date the complaint was delivered: _____

Describe action taken, indicate dates and personnel involved: (Attach additional pages if necessary.)

Please list your final conclusion in handling of this concern:

Date of final disposition: _____

Date complainant was notified as to your final disposition: _____

Employee Signature: _____

Employee Supervisor Signature: _____

Patron Complaint Resolution Form

Name of Complainant: _____

Address: _____

Phone Number: _____

Please complete the following information and respond to all questions. Attach additional pages, if necessary and state or describe your concerns, being as specific as possible as to times, events, people involved, etc...

Please list or describe the action you believe is necessary or required to resolve this situation.

Complainant Signature

Date