

# **JONES COUNTY COMPLAINTS POLICY AND PROCEDURE**

Adopted July 1, 2016  
Revised July 2017  
Reviewed July 2018  
Reviewed July 2019  
Reviewed July 2020

**COMPLAINTS – POLICY AND PROCEDURE**

**INFORMAL PROCEDURES – when no action is being requested:**

If a patron wishes to express a concern to any school employee or school board member they may express those concerns freely to whomever they want. Parents and patrons are encouraged to express their concerns to the person closest to the origin as possible. The informal complaint policy may not be used to bring complaints to the Board of Education in open or executive session when the issue is about students or personnel.

**FORMAL PROCEDURES – when action or change is being requested:**

The formal process must be followed. The purpose of this policy is to provide the school district a fair chance to improve its practices and policies and strengthen personnel through face-to-face negotiations with students, employees, and the public. All complaints must give the staff member closest to the problem a fair chance to resolve the issue before the complaint is taken to the next level. We believe that circumventing the staff member closest to the problem weakens and discredits our school by obscuring: (1) the nature of complaints, (2) pertinent details, and (3) potential improvements in our rules and processes.

This policy explains in detail how to voice a complaint in a way that protects everyone’s rights and ensures the potential for improvement. It does not guarantee that the school or Board of Education will change the rules or their application. Formal complaints must be filed within 5 (five) working days after the occurrence the event leading to the complaint. Steps a. through c must be completed in 10 (ten) working days. The Board will hear the complaint at the first Board meeting following the 10 (ten) day process if needed.

- A. A complaint about a teacher, coaches, supervisors, or their procedures.** The complainant must make a good faith effort to resolve the complaint with the staff member. The complainant must:
  1. Identify the problem
  2. Provide pertinent information
  3. Suggest a solution in writing

If a resolution cannot be reached, the complaint will be referred to the superintendent. A report of good faith effort to find a resolution should accompany the referral by the staff member to the principal.

- B. Complaints about an administrator, school policy, or the application of policy.**

The administrator will try to resolve the complaint with an explanation of their application of policy referencing the student handbook, district policy, or state law as needed. The administrator may not change policy, but may negotiate application changes with the patron as long as changes in application do not change the policy.

- C. Complaints unresolved by the administrator are referred to the Superintendent.**

All complaints must be accompanied by a written record from the administrator. The record must include clear identification of:

  1. The problem or complaint,
  2. All critical information and references to policy
  3. Identify the positions of the administrator and the complainant.

The superintendent will conduct a meeting with the administrator and the complainant ... either individually or together before rendering a judgment. Superintendents cannot change policy but can suggest or order changes in the application of policy as long as the policy remains unchanged. Unresolved complaints may go to the Board Of Education for their review.

## JONES COUNTY SCHOOL DISTRICT 37-3

### **D. The BOE deals with all complaints unresolved with the superintendent:**

All complaints must be accompanied by a written record from the superintendent of attempts to resolve the conflict with all appropriate individuals as outlined in this policy.

The report must include clear identification of:

1. The problem or complaint
2. All critical information and references to policy
3. The positions of the school and the complainant.

The superintendent will arrange a meeting with the parties and the BOE before a judgment is rendered.

The BOE's purpose will be to:

1. Ensure that responsibility for changes in rules or application of rules resides with the most appropriate individuals
2. Offer one BOE member to accompany patrons to see the superintendent as needed and consult with the superintendent to ensure that all possible efforts have been made prior to hearing a complaint at the BOE level
3. Ensure that the school has met the legal responsibility of functional and procedural due process
4. Provide judgments on all complaints unresolved by the superintendent.