

COMMUNITY RELATIONS

Complaint Policy

The district shall provide appropriate opportunity for parents, guardians, students, community members, and employees to complain about or suggest improvements in district activities and operations. Persons wishing to make a complaint must complete a "Complaint Form" available in the Superintendent's Office. The Superintendent will direct the complaint to the appropriate Compliance Officer. The Superintendent or designee shall review and consider all submitted complaints. Whenever a complaint is against the Superintendent or a Governing Board member, the Board may choose to designate a third party to investigate the complaint.

As a legislative body, the Governing Board welcomes public comment on every aspect of district operations, including district employees' performance and attitude. Acting in its legislative capacity, the Board considers community criticisms and suggestions in shaping district policy, designing programs, and establishing district goals. The Board protects employee privacy during open Board meetings by refusing to listen to name calling, ridicule, or comments regarding employees' private lives.

As an employer, the Governing Board follows due process and statutory and negotiated procedures when evaluating staff performance, investigating allegations of staff misconduct, imposing appropriate discipline, and recognizing achievement. The Board protects employee privacy by confining Board criticism of employee conduct and attitude to the evaluation and disciplinary processes.

When individual Board members or district personnel are approached with complaints about the district, they may listen to the complaint and demonstrate concern by directing the complaining individual to submit a Complaint Form to the Superintendent's Office.

Policy Adopted:	September 10, 1991
Revised Policy Adopted:	September 15, 1992
Revised Policy Adopted:	November 21, 1995
Revised Policy Adopted:	April 15, 1997