

PUBLIC OR STUDENT COMPLAINTS ABOUT EMPLOYEES

The board recognizes situations may arise in the operation of the school district which are of concern to the students, parents and other members of the school district community. While constructive criticism is welcomed, the board desires to support its' employees and their actions to free them from unnecessary, spiteful, or negative criticism and complaints that do not offer advice for improvement or change.

The board firmly believes concerns should be resolved at the lowest organizational level by those individuals closest to the concern. Whenever a complaint or concern is brought to the attention of the board, it will be referred to the administration to be resolved. Prior to board action however, the following should be completed:

- a) Matters concerning an individual student, teacher or other employee should first be addressed to the teacher or employee.
- b) Unsettled matters from (a) above or problems and questions about individual attendance centers should be addressed to the employee's building principal or immediate supervisor. The procedures for filing a written complaint (Code No. 402.51) should be initiated at this point.
- c) Unsettled matters regarding licensed employees from (b) above or problems and questions concerning the school district should be directed to the superintendent.
- d) If a matter cannot be settled satisfactorily by the superintendent, it may then be brought to the board. To bring a concern regarding an employee, the individual may notify the board president in writing, who may bring it to the attention of the entire board, or the item may be placed on the board agenda of a regularly scheduled board meeting in accordance with board policy 214.1.

The board will address complaints from the members of the school district community if they are in writing, signed, and the complainant has complied with this policy.

Legal Reference: Iowa Code § 279.8 (1993).

Cross Reference: 214.1 Board Meeting Agenda  
215 Public Participation in Board Meetings  
504.3 Student Publications

\*\*This policy deals with general complaints. Complaint forms and policies for bullying or harassment, discrimination, abuse of students by District employees, as well as the District's Level I Investigators can be easily accessed on the school's website by clicking on the "District" and "Policies" tabs.

Approved 1/1993 Reviewed 2-11-2013 Revised 9/8/2014

PROCEDURES FOR FILING A WRITTEN GENERAL COMPLAINT

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**Step 1: Informal Resolution**

Every effort should be made to resolve a complaint at the earliest possible stage. Complainant should communicate directly with the employee involved to resolve a concern. If you are unable or unwilling to resolve the complaint directly with the employee, you may request the employee’s direct supervisor to participate in a meeting with the complainant and the employee.

**Step 2: Filing a Written General Complaint**

If the complaint was not resolved informally (Step 1), you may submit a written general complaint to the building principal or employee’s supervisor. The principal or immediate supervisor shall confer with the parties within five (5) working days of receipt of the written complaint. The principal or immediate supervisor shall provide a response to the parties within ten (10) working days of receipt of the written complaint.

If the principal or immediate supervisor’s response does not resolve the complaint, then the party may appeal the response provided in Step 2 to the Superintendent.

**Step 3: Superintendent’s Review**

If the complaint was not resolved in Step 2, you may submit an appeal to the Superintendent. A request must be made in writing stating why you are appealing the response. The Superintendent shall confer with the parties within five (5) working days of receipt of the written appeal. The Superintendent shall provide a written response to the parties within ten (10) working days of receipt of the written appeal.

If the Superintendent does not resolve the complaint, the complainant may appeal the Superintendent’s decision to the Board of Education.

**Step 4: Board of Education Hearing**

If the complaint was not resolved in Step 3, you may submit an appeal to the Board of Education. A request must be made in writing and submitted to both the President of the Board of Education and Superintendent.

The Board may elect to hold a hearing to render a finding OR review the information collected in Steps 1, 2, and 3 and issue a response without holding a hearing. The decision of the Board of Education is final and will be communicated to the complainant by the Board President or District’s legal counsel.

Approved \_\_\_\_\_ Reviewed \_\_\_\_\_ Revised \_\_\_\_\_

Legal Reference: Iowa Code §§ 279.8 (1993).

Cross Reference: 214.1 Board Meeting Agenda  
215 Public Participation in Board Meetings  
402.5 Public Complaints about Employees  
504.3 Student Publications

Approved \_\_\_\_\_ Reviewed \_\_\_\_\_ Revised \_\_\_\_\_

# TREYNOR COMMUNITY SCHOOLS

## General Complaint Form

*\* This policy deals with general complaints. Complaint forms and policies for bullying or harassment, discrimination, abuse of students by District employees, as well as the District's Level I Investigators can be easily accessed on the school's website by clicking on the "District" and "Policies" tabs.*

**\*\* This form to be completed after participating in the informal resolution process.**

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Phone Numbers: (Home) \_\_\_\_\_ (Work / Cell) \_\_\_\_\_

E-mail: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

**Complaint:** Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates, and places necessary for a complete understanding of your complaint.) You may attach additional pages.

Please describe what efforts you have made to resolve the complaint with the individual(s) involved:

Please list any witnesses or individuals with knowledge of the events described in the complaint:

Name: \_\_\_\_\_ Relationship to you: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship to you: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship to you: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

How would you like the District to resolve your complaint?

I understand that it is the practice of the District to conduct an investigation of my written complaint, maintaining confidentiality to the extent possible. I understand that during the course of this investigation, it may be necessary to reveal my identity and other facts discovered in this inquiry to the respondent, District administrators, or persons who may have further information or responsibilities relevant to my complaint.

Signature: \_\_\_\_\_

Eliminate this policy as students with concerns about employees will also follow Policy 402.5

Code No. 502.6

## STUDENT COMPLAINTS AND GRIEVANCES

Student complaints and grievances regarding board policy or administrative regulation violations and other matters should be addressed to the student's teacher or other licensed employee, other than the administration, for resolution of the complaint. It is the goal of the board to resolve student complaints at the lowest organizational level.

If the complaint cannot be resolved by a licensed employee, the student may discuss the matter with the principal within five school days. If the matter cannot be resolved by the principal, the student may discuss it with the superintendent within five school days after speaking with the principal.

If the matter is not satisfactorily resolved by the superintendent, the student may ask to have the matter placed on the board agenda of a regularly scheduled board meeting.

Legal Reference: Iowa Code §§ 279.8 (1993).

Cross Reference: 214.1 Board Meeting Agenda  
502 Student Rights and Responsibilities  
504.2 Student Organizations  
504.3 Student Publications

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Approved 1-93 Reviewed 6/26/2008 Revised 4/8/2013  
*TREYNOR COMMUNITY SCHOOL DISTRICT BOARD OF DIRECTORS*