

PROCEDURES FOR FILING A WRITTEN GENERAL COMPLAINT

** 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.*

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.

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

Cross Reference: 211.9 Board Meeting Agenda
 214 Public Participation in Board Meetings
 402.5 Public Complaints about Employees
 504.3 Student Publications

Approved 11/10/2014

Reviewed _____

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