

*Presented as below to School Board for Review on 8-8-2000, 6-12-2002, 6-26-02, 7-10-02,
9-25-02, 10-9-02, 10-23-02*

**CITIZEN CONCERN POLICY
COMPLAINT FORM – ATTACHMENT A
(Please refer to policy KE)**

Complainant's Name: _____

Complainant's Phone Number _____

Complainant's Address: _____

Date of incident: _____ Time of incident: _____

School or location of incident: _____ Area of incident: _____

List all witnesses: _____

Please describe your complaint: _____

Signature: _____

Date: _____

Storey County School District Policy Manual

Adopted: 21 April 1998

Revised: 10-23-02

Section: School – Community Relations

Previous Policy Number: KE

Title: Citizen Concerns Policy

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CITIZEN CONCERNS POLICY

The School Board of Trustees welcomes input of parents, educators and community members on ways in which school services to students can be improved. The Board expects prompt, considerate and consistent treatment of all citizen concerns.

Constructive criticism of school employees will be accepted as a means toward improving the education program and is welcome only when it is motivated by a sincere desire to improve the quality of the education program. The Board places trust in all its employees and supports their actions in such a manner that employees are freed from unnecessary or unsubstantiated criticism and complaints. The credibility of anonymous complaints will be suspect and not considered for action. The nature of the complaint, may be passed onto the employee for informational purposes only.

Concerns from citizens will be addressed as expediently as possible. Concerns relating to an individual classroom should first be brought to the attention of that classroom teacher. Concerns relating to a particular school should first be brought to the attention of the building site administrator. Concerns involving specific programs such as special education, transportation, food service, maintenance, etc., should be called to the attention of the administrator or director responsible for that program.

The following procedures are established to ensure that citizen's complaints will be given respectful attention and that the integrity of an educational program or employee will not be compromised. For purposes of this policy the term "complaint" means a criticism of a particular school employee or program by parents, educators or community member that implies a demand for action by a school authority. All personnel will be informed of the nature and source of complaints against them.

1. If a complaint comes first to the person against whom it is directed, the employee will listen courteously and try to resolve the difficulty. If the complainant remains unsatisfied, the employee will refer the complainant to the building site administrator or program director.

All parties involved may be represented at all levels by a person or persons of their own choosing in order to comply with all rights guaranteed through negotiated agreements.

2. If a complaint comes first to the building site administrator or program director of the employee or program criticized, the site administrator/director should listen courteously or acknowledge a letter promptly and politely, but should make no commitment. The site administrator/director should inform the employee immediately of the complaint and suggest a conference between the complainant and the employee criticized. If the criticism is involving a program, the building site administrator or program director should suggest a conference with the complainant regarding the criticism. If the complainant has already conferred with the employee or appropriate authority and remains unsatisfied, the complainant should be invited to file the complaint in writing on the appropriate form (Attachment A).
3. If a complaint comes first to any other school employee, the employee must refer the complainant to the employee criticized or to that employee's building site administrator or program director.