

# FERNDALE AREA SCHOOL DISTRICT

SECTION: COMMUNITY

TITLE: PUBLIC COMPLAINTS

ADOPTED: MARCH 21, 1990

REVISED: FEBRUARY 21, 2007

	<p style="text-align: center;">906. PUBLIC COMPLAINTS</p> <p>1. Authority Any <b>parent/guardian</b>, resident or community group shall have the right to present a request, suggestion or complaint concerning district personnel, programs, or operations of the district. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is <b>the Board's</b> intent to provide a fair and impartial manner for seeking appropriate remedies.</p> <p>Any misunderstandings between the public and the school district shall be resolved by informal, direct discussions among the interested parties, <b>following the established organizational structure</b>. Only when informal meetings fail to resolve the differences shall more formal procedures be employed.</p> <p>2. Delegation of Responsibility Any requests, suggestions or complaints <b>directed to individual</b> Board members and/or the Board shall be referred to the Superintendent for consideration and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with <b>established guidelines</b>.</p> <p>3. Guidelines <u>Matters Regarding A Staff Member</u></p> <p><b>First Level</b> - A matter specifically directed toward a <b>district</b> staff member shall be addressed initially to the concerned <b>employee</b>, who shall discuss it with the complainant and make every effort to provide a reasonable explanation or take appropriate action within <b>the employee's</b> authority.</p> <p><b>As appropriate</b>, the staff member shall report the matter and <b>the resolution</b> to the building principal <b>or immediate supervisor</b>.</p> <p><b>Second Level</b> - If the matter cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the building principal <b>or the employee's immediate supervisor</b>.</p>
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**Third Level** - If a satisfactory solution is not achieved by discussion with the building principal **or immediate supervisor**, a conference shall be scheduled with the Superintendent **or designee**. The principal **or supervisor** will **provide** to the Superintendent **or designee** a report that includes the specific nature of the complaint, and a brief statement of **relevant** facts, how the complainant has been affected adversely, the action **requested**, the reasons why such action should be taken, and the principal's **or supervisor's** recommendation to resolve the complaint.

**Fourth Level** - Should the matter not be resolved by the Superintendent **or designee** or is beyond his/her authority and requires Board action, the Superintendent **or designee** shall **provide** the Board with a complete report.

**Final Level** - The Board, after reviewing all material relative to the case, shall provide the complainant with its written decision or grant a hearing before the Complaint Committee of the Board.

The complainant shall be advised of the Board's decision, in writing, no more than thirty (30) days following the hearing.

Matters Regarding A Program/Operation/Instructional Materials

A request, suggestion, or complaint relating to a matter of district or school policy, procedure, program, operation or instructional materials shall be addressed initially to the building principal or the department head who is directly concerned and then brought to higher levels of authority in the manner prescribed in **this policy**.

Matters Regarding Student Progress/Well-Being

In the case of a complaint directed toward this area, the **guidelines** specified in **this policy** shall be followed.