

## COMPLAINTS

### About Discrimination or Discriminatory Harassment (See GAAA, GAAB, GAAC, GAACA, JGEC and JGECA)

Complaints of discrimination or discriminatory harassment by an employee should be addressed to the employee's supervisor, the building principal or the district compliance coordinator. Complaints by a student should be addressed to the building principal, another administrator, the guidance counselor or another certified staff member. Any school employee who receives a complaint of discrimination or harassment from a student shall inform the student of the employee's obligation to report the complaint and any proposed resolution of the complaint to the building principal. If the building principal is the alleged harasser, the complaint shall be reported to the district compliance coordinator. Complaints by any other person alleging discrimination should be addressed to the building principal or the district compliance coordinator. Complaints about discrimination, including complaints of harassment, will be resolved through the following complaint procedures:

### Informal Procedures (For Discrimination or Discriminatory Harassment)

The building principal shall attempt to resolve complaints of discrimination or harassment in an informal manner at the building level. Any school employee who receives a complaint of discrimination harassment from a student, another employee or any other individual shall inform the individual of the employee's obligation to report the complaint and any proposed resolution of the complaint to the building principal. The building principal shall discuss the complaint with the individual to determine if it can be resolved. If the matter is resolved to the satisfaction of the individual, the building principal shall document the nature of the complaint and the proposed resolution of the complaint, and forward this record to the district compliance coordinator. Within 20 days after the complaint is resolved in this manner, the building compliance coordinator shall contact the complainant to determine if the resolution of the matter remains acceptable. If the matter is not resolved to the satisfaction of the individual in the meeting with the building compliance coordinator, or if the individual does not believe the resolution remains acceptable, the individual may initiate a formal complaint.

### Formal Complaint Procedures

- A formal complaint should be filed in writing and contain the name and address of the person filing the complaint. The complaint should briefly describe the alleged violation. If an individual does not wish to file a written complaint and the matter has not been adequately resolved, the building principal may initiate the complaint. Forms for filing written complaints are available in each building office and the central office.

- A complaint should be filed as soon as possible after the conduct occurs, but not later than 180 days after the complainant becomes aware of the alleged violation, unless the conduct forming the basis for the complaint is ongoing.
- If appropriate, an investigation shall follow the filing of the complaint. If the complaint is against the superintendent, the board shall appoint an investigating officer. In other instances, the investigation shall be conducted by the building principal, the compliance coordinator or another individual appointed by the board. The investigation shall be informal but thorough. All interested persons, including the complainant and the person against whom the complaint is lodged, will be afforded an opportunity to submit written or oral evidence relevant to the complaint.
- A written determination of the complaint's validity and a description of the resolution shall be issued by the investigator, and a copy forwarded to the complainant no later than 30 days after the filing of the complaint.
  - ◇ If the investigation results in a recommendation that a student be suspended or expelled, procedures outlined in board policy and state law governing student suspension and expulsion will be followed.
  - ◇ If the investigation results in a recommendation that an employee be suspended without pay or terminated, procedures outlined in board policy, the negotiated agreement or state law will be followed.
- Records relating to complaints filed and their resolution shall be forwarded to and maintained in a confidential manner by the district compliance coordinator.
- The complainant may appeal the determination of the complaint. Appeals shall be heard by the district compliance coordinator, a hearing officer appointed by the board or by the board itself as determined by the board. The request to appeal the resolution shall be made within 20 days after the date of the written resolution of the complaint at the lower level. The appeal officer shall review the evidence gathered by the investigator and the investigator's report, and shall afford the complainant and the person against whom the complaint is filed an opportunity to submit further evidence, orally or in writing, within 10 days after the appeal is filed. The appeal officer will issue a written determination of the complaint's validity and a description of its resolution within 30 days after the appeal is filed.
- Use of this complaint procedure is not a prerequisite to the pursuit of any other remedies including the right to file a complaint with the Officer for Civil Rights of the U.S. Department of Education, the Equal Employment Opportunity Commission or the Kansas Human Rights Commission.

About Curriculum (See IFAB)

The superintendent shall report a failure to resolve any complaint about curriculum to the board at the next regularly scheduled board meeting.

About Instructional Materials

The building principal shall report any unresolved complaint about instructional materials to the superintendent immediately after receiving the complaint.

About Facilities and Services

The superintendent shall report any unresolved complaint about facilities and services to the board at the next regularly scheduled board meeting.

Non-Evaluator ComplaintsConcerning the Teacher-

- A. The teacher will be provided an opportunity to make contact with the complainant. The patron and teacher may fill out the patron concern form.
- B. If the teacher/complainant conference is not satisfactorily resolved the complainant or the teacher may request an interview with the principal of the building.
- C. If the parties cannot resolve the problem a conference with the superintendent should be scheduled.
- D. If the superintendent and the complainant cannot resolve the problem, the board of education will arrange to hear the total report and make a final decision.

Concerning School Policy or Organizational Procedure-

- A. Parent should contact the building principal and discuss the problem.
- B. If the parent and the principal cannot resolve the problem, a conference should be scheduled with the superintendent.
- C. If the parent and superintendent cannot resolve the problem, the board of education will arrange to hear the total report.

Concerning Reports Received by Telephone-

- A. Except for very minor questions, telephoning is not a satisfactory procedure for discussing differences.
- B. Administrators accepting complaints by telephone will follow-up by discussing the matter with the teacher or student involved.

Results of Registered Complaints-

- A. As indicated in all procedures listed, the teacher and the administrator will discuss and review all the facts involved in the area of complaints. After considering all facts provided by student, parent and teacher, the problem will be resolved or adjusted to the best judgment and ability of

- B. the administration. Parents dissatisfied with the decision may proceed to the next line of authority.

It has been and shall remain the policy of the school to welcome parents to visit the school at any time. Furthermore, parents should feel free to contact teachers regarding areas of concern in any of our classrooms. Parent/teacher conferences will normally reveal all the facts of the problem and in cases, the problem will be resolved in a cooperative and understanding manner.

Parents sometimes report that they hesitate to contact a teacher for a conference regarding their children for fear the teacher will hold a grudge against the student or will take it out on the student in the classroom. This is not a fair statement. A teacher with this attitude could not expect professional support and would not long remain in the teaching profession. Your personal effort to resolve any lack of communications between the parent and the school would be appreciated. We owe the parent every opportunity to know the school program and to understand the daily procedures in your classroom.