

ADMINISTRATIVE REGULATION**GBMA-R - COMPLAINTS CONCERNING SCHOOL PERSONNEL**

The following procedures are established to ensure that a citizen's complaint shall be given respectful attention and that the integrity of the educational program and the person against who the complaint is lodged shall be upheld.

"Complaint" in this regulation shall be restricted in meaning to that criticism of particular school employees, by a citizen of the Highmore-Harold School District, which includes and/or implies a demand for action by school authorities. Other comments and suggestions will be referred informally to affected personnel.

1. If a complaint comes first to the person against who it is directed, he shall listen courteously and may try to resolve the difficulty by explaining the background and educational purposes involved. If the complaint remains unsatisfied, the employee will refer him to the principal or superintendent for procedures to have his views considered further. Whether the complaint terminates with the individual complained against or seems likely to go further, the person should immediately inform their principal.
2. If a complaint comes first to the principal or superintendent, he should listen courteously or acknowledge a letter promptly and politely, but should make no commitments, admissions of guilt, or threats. If the complaint involves a particular employee, the principal or superintendent should suggest a conference between the complainant and the person criticized and should inform that person immediately of the complaint. If the complainant has already conferred with the person criticized and remains unsatisfied, the principal or superintendent will invite the complainant to file his complaint in writing and provide them with the appropriate form.
3. If a complaint comes first to any other school employee or Board of Education member, they should refer the complainant to the person criticized or to the principal or superintendent and immediately inform the person criticized and the principal or superintendent.
4. No further action on the complaint should be taken unless the complainant submits a written record. This rule does not preclude the continuing effort to improve instruction and other aspects of school operation.
5. When a written complaint form is received, the person criticized will be given a copy of the form and the opportunity to offer any written response to it. The principal or superintendent will schedule a conference of himself, the complainant, the person criticized, and, if advisable, any other personnel that either the administration or person criticized feels could contribute to resolving the problem.
6. If the complaint is settled to the mutual satisfaction of all parties involved, in step 5, a written statement outlining how the criticism was resolved will be drawn up by the administrator involved. Upon mutual consent of the person criticized and the administrator involved, a copy of the complaint, the criticized person's response, and the written statement outlining how the criticism was resolved will be either placed in the criticized person's personnel file or the general complaint file. If the criticized person and the administrator involved cannot mutually agree upon where the above mentioned documents should be filed, the matter will be settled by the Board of Education at its next meeting.
7. Should dissatisfaction remain after the above steps have been taken, the matter will be placed on the agenda for the next regularly scheduled Board of Education meeting. The complainant and the person criticized will be invited to attend the Board of Education meeting to offer any explanations or clarifications. The decision of the board shall be communicated in writing to all interested parties.
8. After step 7 is completed, a copy of the complaint, the criticized person's response, and the Board's written decision will be placed in the criticized person's personnel folder.