

COMPLAINTS ABOUT SCHOOL PERSONNEL

The Board believes that constructive criticism, when it is motivated by a sincere desire to improve the quality of our educational programs, assists school personnel to perform their responsibilities more effectively. At the same time, the Board places trust in its employees and desires to support their actions in such a manner that employees are not subjected to unnecessary, spiteful, or frivolous complaints.

Complaints about school employees should be resolved at the lowest possible level and in a manner that ensures that the facts are gathered, applicable due process rights are respected, and the privacy rights of personnel and students are honored. Any complaint presented to the Board as a whole or to individual Board members will be referred to the school administration so that the concern can be processed in accordance with the policy. The Board will not hear or review complaints until such complaints have first been brought forth through the appropriate and applicable administrative channels and the Superintendent or their designee has had a reasonable opportunity to consider and seek to resolve the complaint.

Steps in the Complaint Procedure

Generally, the first step in the complaint procedure is for the complainant to discuss the matter directly with the employee against whom the complaint is registered. If this is clearly inappropriate because of the nature or severity of the complaint, the person making the complaint may request a conference with the employee's principal/assistant principal/immediate supervisor to discuss the complaint.

If the complaint cannot be resolved following a discussion with the employee, the person initiating the complaint may appeal to the second step - the employee's immediate supervisor. The principal/immediate supervisor or their designee will look into the complaint and communicate with the person making the complaint.

If the complaint cannot be resolved at the supervisor level, it may be presented to the Superintendent at step three. The person requesting the Superintendent's review must submit the complaint in writing, setting forth the specific facts on which the complaint is based and attaching all documents in support of the complaint. The Superintendent will provide a copy of the written complaint to the person against whom the complaint is made.

If the complaint remains unresolved at the Superintendent's level, the person making the complaint may contact the Board Chairperson to request that the matter be placed on the Board's agenda. The Board Chairperson will determine, at their sole discretion, whether the complaint will be placed on a future Board agenda (Only things to be looked at are, Policy, Procedure or law violations in the investigation). If the complaint is not placed on the agenda, the Superintendent's determination on the complaint shall be considered final. If the complaint is

placed on an agenda, the Superintendent or Chairperson will invite the complainant and the person against whom the complaint is made to attend the meeting and will provide the Board members with a copy of the complaint and supporting documents.

The Board will determine the procedural rules for any meeting to hear a complaint. Any such meeting will be held in executive session. Only if the Board elects to record the meeting, will any recording of the meeting be permitted. If a group submits a complaint that is placed on the Board agenda, a delegation of no more than two individuals must be designated to represent the group and to present the complaint to the Board. If the Board does hear and act upon the complaint, all Board decisions shall be final.

List in order of priority.

- Teacher/Coach/Staff member
- Immediate supervisor(AD, Director of Special Ed, Director of Transportation/Maintenance, etc.)
- Building Administrator
- Superintendent
- Board (If Chair agrees)

Complaints Against the Superintendent

Complaints about the Superintendent may be presented directly to the Board Chairperson, but only after reasonable efforts have been made by the complaining party to resolve their complaint directly with the Superintendent. If the Board Chairperson receives a complaint about the Superintendent, the Chairperson will consult with legal counsel as necessary to determine how best to proceed.

Complaints by Employees About Terms and Conditions of Employment

It is not the intent of this policy to address and cover complaints made by employees about their terms and conditions of employment. These complaints should be brought forward by unionized employees through the informal, and if necessary, formal steps of the contractual grievance procedure, if any. However, this policy shall not be interpreted in a manner that expands the scope of matters that may be processed under the contractual grievance process. For non-unionized employees, these complaints should follow the chain of command, and should first be presented to the employee's supervisor, and if the complaint is unresolved it could be raised through the building principal level to the Superintendent.

Cross Reference: BEDH- Public Participation at Board Meetings

DATE ADOPTED: JUNE 16, 2026