

Section K: School Community Relations

KEB Complaints about School Personnel

This policy is intended to create a climate in the schools whereby persons are encouraged to bring complaints to the attention of school officials for resolution, and to explain the responsibilities of school officials in handling complaints. 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 not be subjected to unnecessary, spiteful or frivolous complaints.

Complaints will be referred to the Director. Generally, the first step will be 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 Director to discuss the complaint. The Director or his/her designee will look into the complaint and communicate with the person making the complaint. Privacy rights of all parties to the complaint will be respected.

If a complaint cannot be resolved by conference with the Director or his/her designee, the person requesting the Director's review must:

1. Submit the complaint in writing, setting forth the specific facts on which the complaint is based; and
2. Attach all documents in support of the complaint. The Director will provide a copy of the written complaint to the person against whom the complaint is made.

If a complaint remains unresolved at the Director's level, the person making the complaint may request that the matter be placed on the board's agenda. The board chair will decide whether the complaint will be placed on a board agenda. If a complaint is placed on an agenda, the Director will invite the complainant and the person against whom the complaint is made to attend the meeting. During the meeting board members will be provided 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. 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.

This complaint policy may not be used by employees for employment matters. Such matters need to be processed through the appropriate grievance procedure, if any.

Cross Reference: BEDH – Public Participation at Board Meetings
BEC – Executive Sessions

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