

Adopted November 13, 2001
Revised May 9, 2022

PUBLIC COMPLAINTS

Any resident or community group shall have the right to present a request, suggestion or complaint concerning district personnel, a program (including federal), or the operations of the district. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide a fair and impartial manner for seeking appropriate remedies.

Any misunderstandings between the public and the school district shall be resolved by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences that more formal procedures will be employed.

Any requests, suggestions or complaints reaching Board members and the Board shall be referred to the Superintendent for consideration and action. In the event that further action is warranted, based on the initial investigation, such action shall be in accordance with the following procedures.

The proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. Teacher/Classified employee
2. Athletic Director, Maintenance Supervisor, Food Service Director, Native American Director, Technology Director
3. Principal, Business Manager, Director of Education
4. Superintendent of Schools
5. School Board

If a complaint, which was presented to the School Board and referred back through the proper channels, is adjusted before it comes back to the School Board, a report of the disposition of the matter will be made to the School Board.

The School Board expects the professional staff to receive complaints courteously and to make a proper reply to the complaint.

Matters referred to the Administration and/or School Board must be in writing and should be specific in terms of the action desired.

Exceptions to this policy will be made when the complaints concern School Board actions or Board operations only.

COMPLAINT RESOLUTION PROCEDURE

Step 1

The Patron will meet with the School Employee to resolve the issue. If the issue is not resolved, the Patron shall put the complaint in writing and submit it to the Principal. A copy of the complaint will be given to the Employee by the Principal. The Employee may respond in writing.

Step 2

The Principal meets with the Patron and Employee individually or jointly in an attempt to resolve the problem. If resolution is agreeable to the Patron and the Employee, a report including an implementation procedure will be made in writing by the Principal and delivered to the Superintendent. If no agreement is reached, the Principal will render a decision in writing within ten (10) working school days. A copy will be given to the Patron, Employee, and the Superintendent of Schools. Within ten (10) working school days following the decision, either the Patron or the Employee may go to Step 3 by writing to the Superintendent.

Step 3

The complaint with the Principal's action is given to the Superintendent. The Superintendent will meet with the Patron, Employee and Principal together or individually. If resolution is reached, the Superintendent writes a report and implementation and notifies the Patron, Employee and Principal. If no agreement is reached, the Superintendent will render a decision in writing within ten (10) working school days and deliver it to the Patron, Employee and Principal. The Patron or Employee may within ten (10) working school days following the decision, go to Step 4 by notifying in writing the Superintendent.

Step 4

The School Board will consider the complaint while meeting in executive session. The Superintendent will provide the Board with the file packet, which contains the complaint, Employee's response, Principal's decision, and the Superintendent's decision. At this hearing, the Patron will explain the complaint, the employee will respond, the Superintendent will explain the administrator's response. Outside representation will be allowed for all parties. The School Board will render its decision, which will be implemented by the Superintendent. The Patron or the Employee may appeal this decision within ninety (90) days to the Circuit Court as per SDCL 13-46.

COMPLAINT RESOLUTION FORM

Name of Complainant

Address

Phone #

Please complete the following information and respond to all questions. Attach additional pages, if necessary.

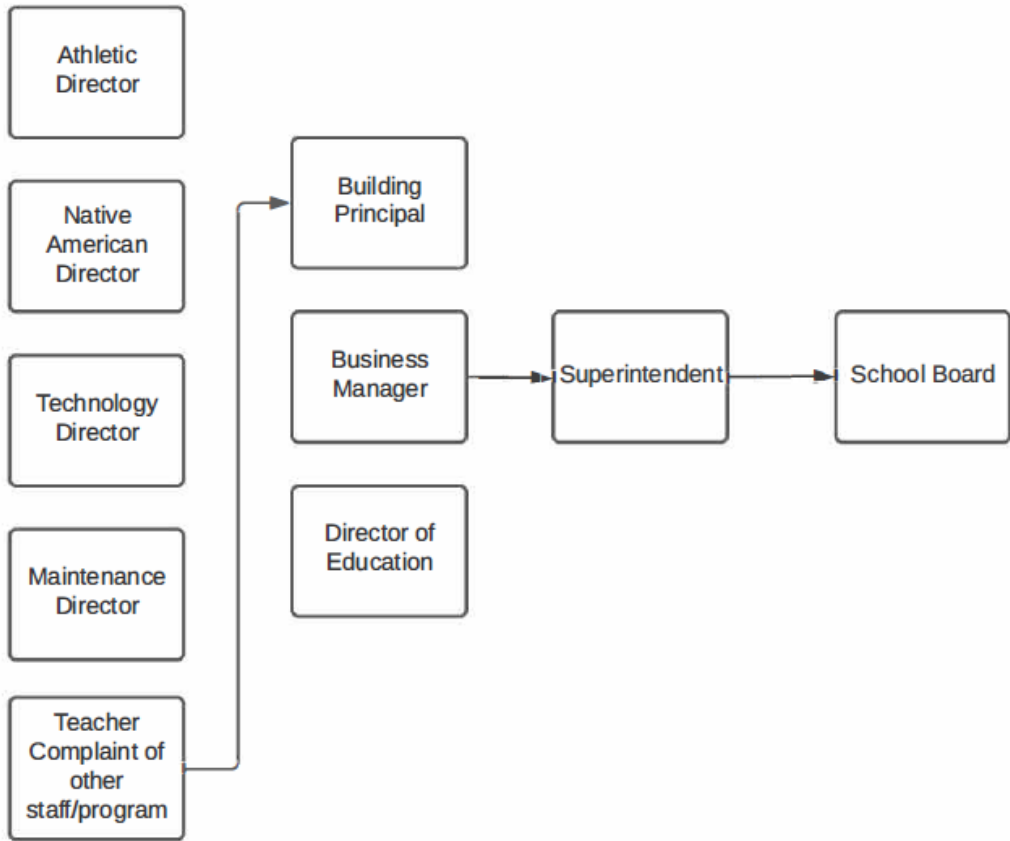
Please state or describe your concerns, being as specific as possible as to times, events, people involved, etc.:

Please list or describe the action, which you feel is necessary or required to resolve this situation.

Signature

Date

Complaint Channel Example 1



Complaint Channel Example 2

