

6.7–PATRON COMPLAINTS

The Board of Education recognizes the need to implement an orderly procedure for the early resolution of complaints by the public. The Board also believes that a complaint against an employee should be resolved at the lowest possible administrative level.

Patrons are encouraged to attempt to address the complaint with the employee involved, first, and every attempt should be made by both parties to resolve their differences.

Any patron who wishes to lodge a complaint against an employee may do so by submitting a written and signed complaint to the employee's immediate supervisor. Oral complaints of a serious nature should be reduced to writing by the person receiving the complaint.

The complaint should include the following information:

Date of complaint

Date alleged problem occurred

Name of complainant

Identification of the specific problem, policy, or applicable law that is believed to have been violated

Details of the alleged problem, including names, dates, specific actions taken by individuals, witnesses, etc.

Actions taken to resolve the complaint prior to filing a written complaint

(Forms available in the Administration Building)

Step 1 The building administrator or supervisor will immediately inform the employee that a complaint has been filed and provide him or her with a copy of the complaint. The building administrator and/or supervisor will attempt to schedule a meeting with all parties in an effort to resolve the matter.

Step 2 If the issue has not been resolved at step 1, the building administrator or supervisor will provide a resolution to the complaint. He or she will reply to both parties in writing within seven (7) working days of the complaint, stating the status or resolution of the complaint.

Step 3

If the written response to the complaint fails to resolve the problem between the parties, either party may appeal the complaint to the next administrative level as defined by the District's organizational chart until reaching the superintendent of schools. Each administrative level will follow the same guidelines of investigation, timeline, and written report requirements. The District will strictly comply with all policies and laws with if action against any employee is warranted. The superintendent will make extraordinary efforts to protect the rights, privileges, and reputations of all employees and students concerned.

Patron or Complainant

If the response given under the final step in this policy is unsatisfactory, the complainant may submit the original complaint and the responses received from the various administrative levels and request a review by the School Board.

The Board may review the complaint and the responses in accordance with the Arkansas Freedom of Information Act and respond to the complainant, in writing, within thirty (30) calendar days from the receipt of the complaint.

Employee

An employee may appeal any disciplinary action taken against the employee by the school district as a result of the complaint including, but not limited to, warnings, reprimands, reassignments, transfers, and probation under the provisions of personnel and school policy.

No employee shall be adversely evaluated based on a parent or student complaint that has not been substantiated.

Date Adopted: December 18, 2003

Last Revised: