

## 9130 PUBLIC COMPLAINTS AND GRIEVANCES

The Board welcomes through proper channels complaints, inquiries about, and constructive criticism of the district's programs, equipment operations, and personnel.

When a Board member is confronted with an issue, he/she will withhold comment, commitment, and/or opinion and refer the complaint or inquiry to the Superintendent, who shall review the complaint according to established procedures.

### Complaints Concerning Instructional Materials/Program/Operations

Any person or group having a legitimate interest in the schools of this district may present a request, suggestion, or complaint concerning the educational program, instructional or resource materials, or the operations of the district. The Board directs the establishment of procedures for the hearing and settlement of requests and complaints that provide a means for resolving them fairly and impartially and permit appropriate redress.

### Complaints Concerning Personnel

Any misunderstandings or disputes between the public and school district staff should, whenever possible, be settled by direct, informal discussions among the interested parties. It is only when such informal meetings fail to resolve differences that more formal procedures shall be employed.

The Board will take the necessary measures to protect district personnel from public criticism. Board meetings are not the appropriate forum for the criticism of employees and the Board shall not entertain such comments.

Adopted: 7 December 2009

