



**Policy Title: Public Complaints about Employees
Code 403.18**

From time to time the public may have complaints regarding the behavior of employees. The board recognizes that situations may arise in the operation of the school district which are of concern to parents and other members of the school district community. While constructive criticism is welcomed, the board desires to support its employees and their actions to free them from unnecessary, spiteful, or negative criticism and complaints that do not offer advice for improvement or change.

The board firmly believes concerns should be resolved at the lowest organizational level by those individuals closest to the concern. School employees are responsible for conferring with their immediate supervisor on questions and concerns. Students and other members of the school district community will confer with a licensed employee and then with the principal on questions and concerns.

If resolution is not possible by any of the above, individuals may bring their concern to the superintendent [or designee] within 10 school days of their discussion with the principal. If there is no resolution or plan for resolution by the superintendent [or designee] within 10 school days of the individual's discussion with the superintendent [or designee], the individual may ask to have the question or problem placed on the board agenda.

It is within the discretion of the board whether to address complaints from members of the school district community and the board will only do so if they are in writing, signed, and the complainant has complied with this policy.

It will first be the responsibility of the administrators to resolve questions and problems raised by the employees and the students they supervise and by other members of the school district community.

Adopted 5/97

Reviewed: 1/11; 12/11; 4/13; 9/14; 8/17

Revised: 1/06; 9/19; 6/20

Related Policy (Code#): 204.9; 502.12; 1003.3

Legal Reference (Code of Iowa): § 279.8