

COMPLAINTS CONCERNING STAFF OR PROGRAMS PROCEDURES

Most complaints can be resolved by informal discussions between the citizen and the staff member. Should the matter not be resolved, the site or program administrator shall attempt to resolve the issue through a conference with the citizen and the staff member.

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above:

- 1) If the problem is not satisfactorily resolved at the site or program level, the citizen should file a written complaint with the Superintendent which describes the problem and a suggested solution. The Superintendent should send copies to the site or program administrator and staff member.
- 2) If the Superintendent deems it appropriate to send a copy of the complaint to the staff member and site or program administrator, he/she shall respond to the Superintendent in writing.
- 3) The Superintendent shall then attempt to resolve the matter through a conference with the citizen, staff member, and site/program administrator.
- 4) If the matter is still not resolved, the Superintendent shall present the issue to the Board, which shall be considered pursuant to law.

Presented to Board: 11/16/77 (as 1210)
Revised: 12/18/91 (as 1210)
Revised: 04/25/01 (recodified 4220-P)