

Public Complaints

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively is welcomed by the district. This policy shall apply to all public complaints except those included in policy KEC, Public Complaints about Instructional Resources and policy KEF, Public Complaints about Teaching Methods, Activities or Presentations.

Complaints are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints will be as follows:

1. Teacher or other District employee (“employee”)
2. Principal
3. Superintendent
4. Board of Education

Patrons should initiate complaints by contacting the person at the building or department level who is the most direct subject of the complaint. If the complaint concerns a teacher, that teacher would be the initial level. If the complaint concerns a school, the principal would be the appropriate contact. Any complaint about school personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.

Complaints should be made in writing and on the official district complaint form. It should be signed by the complainant. Forms may be obtained at any school office or the central administration building. Employees shall be informed of the complaint and will have the right to face the complainant.

Review at the initial level is informal and should follow a discussion format. The district employee receiving the complaint shall provide a response within three working days after the discussion. If the complainant is dissatisfied by the response of the employee, the complainant may bring the matter before the principal for further discussion in accordance with this policy.

In the event that the complainant is not satisfied in a conference with the principal, the complainant may appeal that decision to the superintendent. The superintendent will investigate the complaint and arrange for a hearing, if warranted. An appeal must be submitted within ten working days after the principal’s decision.

If the complainant is not satisfied with the superintendent’s decision, the complainant may appeal to the Board. A written statement of the complaint must be submitted six

calendar days before the next Board meeting in order to be included on the agenda. The Board shall have the discretion to accept or reject the matter for review. If it rejects the matter, the superintendent's decision shall be final. To prevent hasty and unconsidered action, the Board reserves the right to defer action until all facts have been determined. The Board's decision shall be final.

Sometimes, patrons feel more at ease in complaining to their elected representatives, the members of the Board. However, when a complaint is made directly to an individual Board member, and since the Board member may not act in his or her official capacity unless the Board member is sitting with the entire Board, the procedure outlined below shall be followed:

1. The Board member shall refer the complainant to the principal or superintendent.
2. If the complainant will not personally present his or her complaint to the principal or superintendent, the Board member shall then ask that the complaint be written and signed. The Board member may then refer the complaint to the principal or superintendent for investigation.
3. If at any time the complainant feels that he or she has not been given a satisfactory reply from a principal, the complainant should be advised to consult with the superintendent and, if still not satisfied, to request that the complaint be heard by the Board of Education.

Adopted: 1971
Revised: May 2, 1977
Revised: January 21, 1992
Revised: January 2001

CROSS REF.: BBA, Board Powers and Responsibilities

CONTRACT REF.: Negotiated Agreement, Article VI, Teaching Conditions, Section 6.6, Complaints Against Teachers



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FORMAL COMPLAINT FORM

I, _____, wish to make an official complaint against the following School District One

Employee: _____, _____
(Printed Name) (Specific Assignment and School)

State the specific complaint in your own words: _____

Do you have any recommendations about how this problem can be solved? If so, please state them: _____

Name of Student (if applicable) Signature of Complainant Date

Date of Birth (Student) Grade Address Zip

Phone

I have read this complaint. _____
Signature of Employee Date