

Regulation: Public Concerns and Complaints

In accordance with this regulation's accompanying policy, KE: Public Concerns and Complaints, this regulation contains the procedures to follow when a member of the public files a formal complaint against the District.

Any member of the public may file a formal complaint within the same school year that the incident or concern that is the subject of the complaint occurred. Any complaint filed outside of this timeline shall not be considered.

If the public complaint does not involve personnel and the most direct staff member involved is the Superintendent, the person may request to start at Step 3 of the following process.

The public complaint process shall be as follows:

- Step 1. Generally, the first step is to discuss the complaint or concern with the District employee responsible for the event or action that forms the basis for the complaint.
- Step 2. If the complaint is not resolved at Step 1, the person may initiate a formal complaint. The complaint must be submitted in writing and be dated and signed by the complainant. The person may then request review of the formal complaint by submitting it to the District employee having direct administrative or supervisory responsibility over the work of the employee involved in the complaint. Such complaint shall be filed within 20 working days of discussing the complaint pursuant to Step 1. If the supervisor or administrator determines that the complaint cannot be resolved informally, the supervisor or administrator shall render a written decision within 10 working days of receipt of the complaint.
- Step 3. If the complaint is not resolved at Step 2, the person may request review of the formal complaint by submitting it to the Superintendent within 10 working days of receipt of the decision in Step 2. If the Superintendent (or designee) determines that the complaint needs further response, the Superintendent (or designee) shall render a written decision within 10 working days of receipt of the complaint and any written decision from Step 2.
- Step 4. If the complaint is not resolved at Step 3, the person may request review of the formal complaint by submitting a written request to the Board of Education within 10 working days of receipt of the decision in Step 3.

Matters referred to the Board shall be specific in terms of the action desired. The person shall submit the request for Board review to the Superintendent. The Board shall not consider or act on complaints that have not been explored at the appropriate administrative level. If the Board agrees to review the complaint by adding it to a Board meeting agenda, the Board's decision shall be made in writing within 15 working days after the Board's review. All decisions and findings by the Board shall be final.

Approved August 27, 2019.