

## STAFF PERSONNEL

### Series 400

#### POLICY TITLE PUBLIC COMPLAINTS ABOUT EMPLOYEES

No. 402.5

The Board recognizes that situations may arise in the operation of the system, 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. Whenever a complaint or concern is brought to the attention of the board it will be referred to the administration to be resolved. Prior to board action however, the following should be completed:

1. Matters should first be addressed to the teacher or employee.
2. Unsettled matters from (1) above or problems and questions concerning individual schools should be directed to the building principal, or employee's immediate supervisor.
3. Unsettled matters from (2) above or problems and questions concerning the school system should be directed to the Superintendent.
4. If the matter cannot be settled satisfactorily by the Superintendent. The individual may notify the board president in writing, who may bring it to the attention of the entire board, or the item may be placed on the board agenda of a regularly scheduled board meeting in accordance with board policy 213.1R1.

It is within the discretion of the board to address complaints from the 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.

If there is more specific procedure relating to a complaint, such as those for allegations of discrimination or abuse of students by school employees, then the complaint shall be processed under that procedure in lieu of this general policy.

Legal Reference: Iowa Code § 279.8 (2013).

Cross Reference: 210.8 Board Meeting Agenda  
213 Public Participation in Board Meetings  
307 Communication Channels

Date Approved: August 14, 1995

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