

WEST DELAWARE COUNTY COMMUNITY SCHOOL DISTRICT

Public Complaints

Code No. 402.12

The Board recognizes situations may arise in the operation of the school district which are of concern to the 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:

- (a) Matters should first be addressed to the teacher or employee.
- (b) Unsettled matters from (a) above or problems and questions about individual attendance centers should be addressed to the employee's immediate supervisor.
- (c) Unsettled matters from (b) above or problems and questions concerning the school district should be directed in writing to the Superintendent.
- (d) If a matter cannot be settled satisfactorily by the Superintendent, it may then be brought to the Board. To bring a concern, the individual shall notify the Board President or Board Secretary in writing, who may bring it to the attention of the entire Board.

It is within the discretion of the board to address complaints from the members of the school district community, and the board will only consider whether to address complaints if they are in writing, signed, and the complainant has complied with this policy. The board is not obligated to address a complaint and may defer to the decision of the superintendent. If the board elects not to address a complaint, the decision of the superintendent shall be final. If the board does elect to address a complaint, its decision shall be final.

Parents, guardians and community members of the district who have concerns about the district or the board may refer to the student handbook for additional guidance from the Iowa Department of Education.

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Legal Ref.: Iowa Code § 273.1, 279.8

Cross Ref.: Student Publications – 503.3 & 503.3R
Meetings of the Board – 204