

## Patron Complaints

Patrons of Bruneau-Grand View Joint School District No. 365 having concerns or complaints regarding any aspect of the district's policies, educational or other programs, personnel, and/or the services provided to the students, may submit those concerns or complaints in writing to the district. To ensure that such concerns or complaints are promptly and efficiently addressed, the following guidelines apply:

1. Patron concerns and/or complaints regarding district personnel should be initially directed to the employee. If a satisfactory solution to the complaint is not reached with the employee, the patron should contact the employee's immediate supervisor. If a satisfactory solution to the complaint is not reached with the employee's supervisor, the complaint may be referred by either or both parties to the superintendent.
2. Matters concerning an individual school should be initially directed to the program director or school's principal. If the matter is not resolved by the program director or principal, it may be brought to the superintendent.
3. Matters concerning district-wide policies or programs should be initially directed to the superintendent.
4. If any matter is not resolved with the superintendent, it may be brought before the board in the following manner:
  - a. If individual board members are directly contacted regarding a concern or complaint, he or she will refer it to the individual teacher, building principal, program director and superintendent (in that order) for investigation and resolution.
  - b. The concern or complaint must be presented to the superintendent as a request to be placed on the agenda at least one week (7 days) before a regularly scheduled board meeting, identifying the nature of the concern or complaint, the steps taken to resolve the matter and the name and signature of the patron(s) filing the concern or complaint. The superintendent may request the patron put their concerns in writing for review by the board.
  - c. Patrons may be asked to provide additional information or comment on their concerns or complaints in writing or at the board meeting.
  - d. The board reserves the right to set time limitations for presentations and speakers.

- e. Complaints regarding library resources, textbooks, or other supplemental curriculum materials must be filed as set forth in the policy entitled Supplemental Materials Selection and Adoption (Policy 603.3).
- f. Complaints regarding any school district employee will be resolved as set forth in policies entitled Certificated Staff Suspension and Dismissal (Policy 502.2.4), Staff Conduct and Responsibilities (Policy 501.3) and Noncertified Staff Dismissal, Suspension, and Discipline (Policy 503.4.1).
- g. A decision shall be made and reported in writing to all parties within (30) days of the board meeting. Unless otherwise indicated or provided by law, no appeal may be taken from any decision of the board.

**Legal source:** Idaho Code 33-506(1) “Organization and government of board of trustees”

**Adopted:** March 13, 2003

**Reviewed:** January 30, 2007

**Revised:**