

GOFFSTOWN SCHOOL DISTRICT

KEB

COMPLAINTS ABOUT SCHOOL PERSONNEL

The Board places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful or negative criticism and complaints.

District personnel who are subject to any collective bargaining agreement must rely on the process that is articulated in the respective collective bargaining agreement when applicable.

Parent/Guardian having a complaint about a staff member should meet with that staff member in an attempt to resolve the matter. If not satisfied, the complainant may submit the complaint in writing within 5 school days to the school Principal.

In all cases, the individual employee involved shall be advised of the nature of the complaint and shall be given an opportunity for explanation, comment, and presentation of the facts as he/she understands them to be.

The Principal shall notify the complainant in writing within 5 school days of the resolution of the complaint at the school level.

If the complainant is dissatisfied with the resolution at the Principal's level, the complainant may appeal in writing to the Superintendent of Schools within 10 school days. The Superintendent shall act on the matter within 15 school days and inform the complainant of the decision in writing.

In the event that the complainant is not satisfied with the resolution offered by the Superintendent, he/she may appeal to the School Board in writing within 15 school days of receiving the Superintendent's decision. The Board will review the complaint at their next regularly scheduled meeting and notify the complainant of their decision within 15 days. The Board's decision will be final.

The complaint and resolution shall be put on file for 3 years, and a copy forwarded to the complainant.

The Board will not meet with any Parent/Guardian wishing to complain about any member of the staff until that person has gone through the proper administrative channels. Whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it shall be referred to the school administration for study and possible solutions.

Reference: Policy KE – Public Complaints

Proposed: 09/17/01

Adopted: 10/15/01

Proposed: 02/15/10

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