

Board members may listen to the problems brought to their attention by a patron of the district, and should encourage patrons and employees to review particular problems with the building principal or superintendent. A board member may bring any matter for review to the attention of any member of the administration and/or to the attention of the board sitting as a whole.

GRACE JOINT SCHOOL DISTRICT NO. 148

PATRON COMPLAINTS

Board Statement of Belief

The Board of Trustees recognizes that concerns and disagreements will arise from time to time between those employed by the School District and district patrons. The Board believes that such concerns and disagreements are best handled when those with the most direct information about the situation have a chance to mutually resolve the problem first.

Guidelines for Dispute Resolution

The following guidelines are to be implemented whenever a concern or disagreement arises within the School District:

1. Issues concerning an individual student should first be addressed to the teacher or other person who has direct knowledge of the situation.
2. If there is no resolution at the first level, or there is an issue concerning an individual teacher or school, the person should contact the building principal.
3. If there is no resolution at the second level, or the issue is district-wide in nature, the person should contact the Superintendent or his/her designee.
4. If there is no resolution at the third level, or the issue involves a member of the Board of Trustees, the issue may be brought before the Board by contacting the Board Chairman or his/her designee.

Complaints about School District Employees

If the complaint is against a particular teacher or other district employee, the complaint must be submitted in writing to that person's immediate supervisor. Written complaints concerning school district employees will be made available to the employee for his/her response. If no satisfactory resolution to the complaint is reached within 15 days, the complainant may request that the matter be referred to the next higher administrative level. In no instance will the Board of Trustees entertain complaints about school district employees when the Board is meeting in Open Session. The Board considers it incumbent upon all school district employees to entertain questions and concerns as they arise from district parents and patrons, and to seek a harmonious resolution to problems at the lowest possible administrative level.



LEGAL REFERENCE:

Idaho Code Sections

33-506

33-511

33-512

ADOPTED: August 10, 2005

REVIEWED: January 9, 2013

AMENDED:

**Language in text set forth in italics is optional.*