

**Policy 1312: ^Complaints Concerning The Schools**

**Status:** ADOPTED

**Original Adopted Date:** 12/09/1997 | **Last Reviewed Date:** 12/09/1997

The Governing Board believes that the quality of the educational program can improve when the district listens to complaints, considers differences of opinion, and resolves disagreements through an established, objective process.

The Board encourages complainants to resolve problems early and informally whenever possible. If approached directly with a complaint, however, Board members should listen to the complaint and show their concern by explaining the process by which the complaint can be resolved most quickly. This usually means directing the complainant to the appropriate administrator who has responsibility for the area of concern, or to the Superintendent.

Individual Board members do not have authority to resolve complaints. If approached directly with a complaint, however, Board members should listen to the complaint and show their concern by explaining the process by which the complaint can be resolved most quickly. This usually means directing the complainant to the appropriate administrator who has responsibility for the area of concern, or to the Superintendent.

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