BANCROFT-ROSALIE COMMUNITY SCHOOL

COMPLAINT FORM

FOR COMPLAINT AGAINST SCHOOL PERSONNEL, POLICIES, OR FACILITIES

TO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 (School Administrator or Board of Education Member) (Date)

FROM: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

 (Individual/Group Making the Complaint) (Address) (Phone No.)

Statement of Specific Complaint:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reason for Complaint:

Solution to Problem of Action Required:

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 (Individual/Group Making the Complaint)

BANCROFT-ROSALIE

BOARD POLICY 0625.1 COMPLAINTS

 The board encourages its members and all persons who are employees or students within the school and citizens within the community to observe the following procedures when complaints are heard concerning school personnel, procedures, instructional materials, or other issues related to the operation of the school:

1. Listen to the information presented by the person voicing a complaint.

2. Determine whether or not the complaint has been made to the appropriate employee of the school.

3. If the complaint has not been made to the appropriate employee of the school, assist the complainant in the process of contacting and informing the appropriate school employee.

Complaints may be discussed informally with designated employees. If an issue is not explained or resolved, the following procedures will be followed:

1. Complaints about personnel, procedures, or instructional materials and other issues arising within the context of a specific building shall be referred to the principal; all other complaints shall be referred to the superintendent.

2. Persons making complaints may be asked to state, in writing (a) the specific complaint, the reasons for the complaint, and the action or solution to the complaint which they are either seeking or would recommend and to sign (b) the written statement of the complaint, its reasons, and the recommended or requested solution.

3. When a written complaint is received by an administrator, a written response will be prepared within three (3) workdays after the complaint is received.

4. If the person who filed the complaint is not satisfied with the response made to the complaint, the decision may be appealed. Appeals should be directed to the superintendent when the original complaint was filed with a principal, or to the board when the original complaint was filed with the superintendent.

5. The refiling of a complaint (an appeal of a decision) should occur within one week (7 calendar days) after the written response to a complaint has been received.

6. Complaints about the superintendent should be referred to the president of the board of education. If the complainant is not satisfied with the explanation or decision of the president of the board of education, the written complaint shall be heard at the next regular meeting of the board of education or at such other time as designated by the board.