

GREEN BAY AREA SCHOOL DISTRICT
Board Policy Manual

870

GENERAL PUBLIC COMPLAINTS/CONCERNS

The School Board recognizes that parents and other community members may have concerns and complaints from time to time that they want to communicate to District employees and school officials.

Except as otherwise provided in Board policy or administrative rules, public concerns or complaints shall first be presented to the person most closely associated with the complaint or concern as follows:

- Concerns or complaints about school personnel shall be directed to the person involved and/or his/her immediate supervisor. If not resolved at that level, they should be referred to his/her immediate supervisor.
- Concerns or complaints about school facilities and services shall be directed first to the building principal. If not resolved at that level, they should be referred to the appropriate district office administrator, then the Superintendent of Schools and Learning, and finally the Board.
- Concerns or complaints about District operations, district-wide programs and services shall be directed to the appropriate person responsible and/or his/her immediate supervisor. If not resolved at that level, then the Superintendent of Schools and Learning, and finally the Board.
- Concerns or complaints about written Board policies shall be submitted to the Superintendent in writing. It is recommended that suggestions for policy modifications be included. The Board shall consider the suggestions for policy revision in accordance with the Board's policy on policy adoption and review.

Any Board member who receives a concern or complaint from a staff member, parent or community member regarding any District matter should refer it to the appropriate administrator for review and resolution. Individual Board members should not personally investigate a complaint. Administration shall keep the Board apprised of the investigation and progress addressing the staff, parent and/ or community member complaint. If further action needs to be taken on the matter, the concern or complaint shall be reviewed and discussed by the Board as a whole in a properly called Board meeting.

In accordance with this policy, all public concerns and complaints communicated shall be dealt with in an orderly, professional and timely manner. Acknowledging that the time needed to address specific concerns and complaints varies, administration shall communicate to the staff member, parent and/or community member a timeline for a

response. Administration shall keep the staff member, parent and/or community member apprised of the progress being made in the event that the timeline originally shared cannot be met.

CROSS REF.: 151, Board Policy Adoption and Review
161, Board Member Authority
187, Public Participation at Board Meetings
411-Rule, Student Discrimination Complaint Procedures
411.1-Rule, Guidelines for Responding to Acts of Harassment and/or
Bullying by Students
511-Rule, Employment Discrimination Complaint Procedures
527, Staff Grievances (Employee Discipline, Termination and
Workplace Safety)
871, Public Complaints about Instructional Materials and the Curriculum

APPROVED: March 23, 1981

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