

COMPLAINT PROCEDURE

Individuals or groups often confront a single Board of Education member with issues which usually should be handled by the administrative staff. In order that fair and equal consideration can be given to all parties concerned, it is expected that the Board member will listen to the aggrieved, state the procedure of the board in handling complaints, withhold commitments and/or opinion until the matter has been presented to the Board of Education for consideration. It is often wise for the Board of Education members to postpone the formulation of their opinion until they have had the benefit of hearing the issue discussed by the Board where all aspects of the problem are considered. The Board of Education member should not obligate members of the Board by predicting how they will vote on any matter.

The Board of Education realizes that problems are more quickly and effectively resolved at their source or origin. Therefore, any complaint concerning any aspect of the operation of the Colby School District (i.e., students, teachers, discipline, curriculum, operation, maintenance, transportation, etc.) that is brought to the attention of Board members is to be processed in the following manner:

- A. The complaint is to be referred to the teacher, coach, advisor and/or administrator involved.
- B. If not resolved at step A., the complaint is to be referred to the superintendent of schools.
- C. If the superintendent of schools cannot resolve the problem, the superintendent of schools and/or the complaining party may present the problem to the Board in writing for board action.