

Series	800	School-Community Relations
Section	870	Public Complaints
Letter	872L	Public Complaints about School Personnel Letter

Dear _____,

There are times when parents have difficulties in knowing how to get answers to questions or how to resolve a situation about which you have a complaint.

To attempt to assure resolution of complaints or questions, as well as fairness to all involved, the School District of Kewaskum would like to suggest the procedure we feel should be followed. Most problems can be resolved through a discussion between the people actually involved.

The place to begin, then, is at the source of a problem. For example, if you have a question or complaint concerning a teacher, see that teacher first. If it directly involves a principal or the District Administrator, see that person first and so on.

What happens if you are not satisfied with the result of your discussions with the individual involved? Take it to the next step. After seeing the person directly involved, the order of "appeal" would be: 1) Building Principal; 2) District Administrator; 3) Board of Education.

Meetings held at any step should always include the persons who have previously been contacted. At each step prior to the Board of Education, an answer should be received within three school days of the conference. If it is necessary to ask for Board resolution of the problem, it will be scheduled at the earliest Board meeting possible which will allow all concerned to be present. A request for placement on the Board agenda should be made to the Board President or to the District Administrator.

Concerns need not be expressed in writing unless formal action by the District is desired concerning an employee in which case the complaint must be written and signed by the individual making the complaint. This has been designed to assist you in getting answers to questions or in solving problems which deal with specific employees.

Sincerely,

BOARD OF EDUCATION
School District of Kewaskum