

Constructive criticism of the schools is welcome through whatever medium when it is motivated by a sincere desire to improve the quality of the educational program and to equip the schools of this district to do their task more effectively.

The School Board places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful, or negative criticism and complaints.

Whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it shall be referred to the school administration for study and possible solutions. The individual employee involved shall be advised of the nature of the complaint and shall be given every opportunity for explanation, comment, and presentation of the facts as he/she sees them.

When a complaint is made, the complainant is encouraged to meet with the employee involved to resolve the concern.

In the event the complainant does not desire a face-to-face meeting or a solution cannot be reached, a written complaint should be filed with the immediate supervisor of the employee. The written complaint should include the outcome/solution desired. A copy of the written complaint will be given to the employee.

If the decision of the immediate supervisor is not accepted by the complainant, the appeal will follow the chain of supervision within the School District.

If it appears necessary, the administration, the person who made the complaint, or the employee involved may request a meeting with the Board for purposes of further study and a decision by this body. The meeting may be held in closed session as permitted by state law. Generally, all parties involved, including the school administration, shall be asked to attend such a meeting for the purposes of presenting additional facts, making further explanations, and clarifying the issues.

The Board shall conduct such meetings in as fair and just a manner as possible. The Board may request a neutral third party to act as moderator to help it reach a mutually satisfactory solution. The decision of the School Board shall be final.

LEGAL REF.: 19.85 Wisconsin Statutes

Date Approved:	11/19/92
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Richfield Jt. School District No. 1

COMPLAINT CONCERNING SCHOOL PERSONNEL

Complaint initiated by: _____

Address: _____ Phone: _____

1. Does your complaint involve a minor child? ___Yes ___No

If yes, please provide the following: Student Name: _____

Student Grade: _____

2. Does your complaint involve a Richfield School District Employee? ___ Yes ___ No

If yes, please provide the name of the employee: _____

3. On what date, or over what period of time, did the alleged episode or offense occur?

4. What is the nature of your complaint? Please be as specific as possible.

(continue on reverse side if needed)

5. Have you contacted any individual(s) in an attempt to resolve this concern? Please explain the outcome of this contact:

6. What suggestions do you have to resolve the problem?

Signature: _____

Date: _____

FORMAL COMPLAINTS

Careful investigation and consideration of complaints regarding district employees and due regard for the rights of the persons involved requires a procedure that balances the various interests of citizens, students, and employees. This procedure represents an appropriate balancing of those interests.

1. When a citizen has a complaint concerning district personnel, the citizen will first attempt to resolve the matter informally with the individual employee. In resolving differences, the School Board believes that a face-to-face meeting is highly effective and preferable to other forms of communication. The citizen may request the District Administrator or immediate supervisor to sit in on this meeting.
2. To pursue a complaint not resolved at step one, the citizen must file a written complaint form with the school principal or the immediate supervisor of the employee. An unresolved verbal complaint will not proceed beyond step one. If the administration determines a need, the investigation may continue.
3. The administration shall investigate these written and signed complaints and shall prepare a written report within thirty (30) days for the complainant.
4. If the complaint is not resolved by the administration's response, the citizen may request, in writing, that the District Administrator conduct a hearing to review the matter.
5. If the matter is not resolved at step 4, the citizen may appeal **in writing** to the School Board. In order to determine the need for a hearing, the School Board must determine if the complaint involves a substantial question of policy or importance to the district and that the administration's investigation was **not complete or not objective**.
6. If the School Board decides to conduct a hearing, the individual named in the complaint and other concerned persons shall be informed of the date and time established for the hearing. **The full School Board will conduct the hearing.**
7. The hearing shall be conducted in **executive** session which provides due process to all participants.

The **following form** shall be used when a citizen wishes to file a complaint concerning school personnel. This policy and its accompanying form shall be reviewed yearly by the School Board.

PROCEDURES FOR COMPLAINT HEARINGS AT DISTRICT ADMINISTRATOR REVIEW

1. The District Administrator will explain the purpose of the hearing and reiterate the procedures stated herein.
2. The parents or citizen will have fifteen (15) minutes to present information in support of the complaint and as to the remedy they seek.
3. District staff involved will have fifteen (15) minutes to present information on behalf of its actions relative to the complaint.
4. The District Administrator will have the opportunity to ask questions of any person at any time during the proceeding.
5. The parents or citizen will have the opportunity to present a closing summary limited to five (5) minutes.
6. A member of the District staff will have the opportunity to present a closing summary limited to five (5) minutes.
7. Following the conclusion of the presentations by the parties, the District Administrator will review the matter and render a written decision.