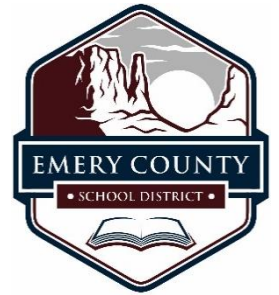


Emery County School District



Policy: KE—Public Complaints

Date Adopted: 16 June 2021
Current Review / Revision: 16 June 2021

The purpose of this policy is to outline procedures to facilitate solutions at the lowest level for public complaints.

Policy

- All complaints from members of the public are to be resolved at the lowest possible level (staff member, staff supervisor, principal, etc) and shall be addressed in a timely manner.
- Formal complaints are made via the Patron Complaint Form and are resolved at the lowest level.
- Patron complaint forms are to be acknowledged by the receiving employee or supervisor. This may be done by letter, personal contact, phone call, email or other digital method.
- The District does not share details of disciplinary actions or staff remediation with the public.
- The Board is the final arbiter for complaints that are not resolved at a lower level.
- Anonymous letters or unsigned patron complaint forms will be treated as an informal complaint.

Student / Parent Complaints

- Students or parents with individual complaints should first address the staff member involved.
- Matters that are unresolved after staff member contact should be addressed to the principal. This may be done as an informal or formal complaint.
- Matters that are unresolved at the school level may be directed as a formal complaint to the District. Such complaints will be reviewed by the Superintendent and assigned to the appropriate district office staff member for investigation.

School Complaints

- General complaints about a school or school climate should be directed to the principal. This may be done informally or formally. Formal complaints should be submitted to the principal.
- Matters unresolved at the school level may be directed to the Superintendent as a formal complaint. The Superintendent will assign the appropriate district office staff member to investigate.

Personnel Complaints

- If feasible, the complainant is encouraged to bring the complaint to the individual concerned.
- If the problem cannot be resolved directly with the individual concerned, it should be brought to the attention of that staff member's immediate supervisor.
- The subject of the complaint shall be given the opportunity to provide an explanation and presentation of the facts, as he or she perceives them.
- If the issue is not resolved by involvement of the immediate supervisor, the complainant may file a

formal complaint to the principal or department supervisor.

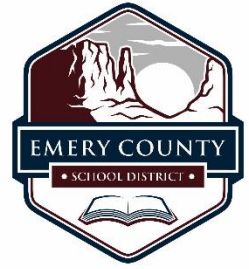
- If the subject of the complaint is a principal or department supervisor, the complaint should be submitted to the appropriate district supervisor. If the subject of the complaint is a district supervisor, the complaint should be submitted to the Superintendent.
- The Board will only address complaints regarding personnel matters after the issue has been addressed by school and district administration, or if the issue involves the Superintendent.

Extracurricular Complaints

- Parents or students will direct complaints directly to the coach/advisor. If the complaint involves a specific incident, the parent or student will ask for a meeting with the coach/advisor at least 24 hours after the incident occurred.
- If the parent and coach/advisor cannot come to an agreement, the parent may request a meeting with the school athletic director or other principal-designated personnel.
- If the parent and athletic director/other personnel cannot come to an agreement, the parent may request a meeting with the building administrator.
- If the parent and building administrator cannot come to an agreement, the parent may file a formal complaint to the District. The Superintendent will assign the appropriate district office staff member to investigate.
- If the parent and District cannot come to an agreement through the results of the investigation, the parent may request a meeting with the Board.

Emery County School District

Public Complaint Resolution Request Form



Name(s): _____

Address: _____

Email Address: _____ Phone Number: _____

Preferred Form of Communication: _____

Nature of Complaint / Incident (include dates & names of individuals involved): _____

Steps Already Taken to Resolve Concerns: _____

Requested Resolution: _____

Signature: _____ Date: _____