

Patrons from this district having concerns or complaints regarding any aspect of this school district and/or the services it provides to the school-age students residing in its boundaries may submit those concerns or complaints following the procedure set forth below:

1. Matters concerning an individual school or school staff member shall be discussed first with the principal of that school;
2. If the problem is not resolved at the school level, the patron will discuss the concern or complaint with the superintendent's designee.
3. If the problem is not resolved with the superintendent's designee, it may then be brought in writing to the superintendent of schools.
4. If the patron does not feel the concern or complaint is resolved, it may then be brought before the board in the following manner:
  - a. The request, concern or complaint and the outcome of steps 1 and 2 shall be submitted in writing to the board at least five (5) days before the regularly scheduled board meeting;
  - b. Participants shall identify whom they represent and shall be asked to comment on their questions or problems;
  - c. Personnel complaints against any school district employee shall not be heard in open session;
  - d. The board reserves the right to set time limitations for presentations and speakers.

The District believes in an interest-based approach to problem solving. A collaborative approach to complaints and concerns is recommended at all levels of this procedure, though it is not required. Failure to use a collaborative strategy does not in any way void or nullify the accomplishment of this policy.



**LEGAL REFERENCE:**

Idaho Code Section 33-506(1)

**PROPOSED:** October 20, 1997  
**ADOPTED:** November 17, 1997  
**REVISED:** February 14, 2000