

Policy #: 870

SCHOOL DISTRICT OF WEBSTER

Date Adopted: June 19, 2017

Date Revised:

Policy Title: Public Complaints

The School Board believes that the Board and school staff should welcome and respond to concerns and complaints from the public. A concern is defined as “a cause of anxiety or worry.” A complaint is defined as “a statement that a situation is unsatisfactory or unacceptable.” For the purposes of this policy, the terms are used interchangeably and the process for resolving concerns or complaints is identical.

The Board relies on its teachers, staff, and administrators to resolve such concerns or complaints of the public. It is the policy of the District to provide for such resolutions first at the level most directly involved and in an informal manner, whenever possible. Further, if such resolution cannot be accomplished, procedures shall be available for review at the highest administrative level with an ultimate opportunity for appeal to the Board.

Nothing in this policy or its implementing procedures is intended to supersede timelines or procedures specified in other policies of the District or in other applicable legally-mandated timelines or processes. Examples of situations in which more specific policies and procedures exist include the following:

- *Policy 345.4 Student Promotion and Retention*
- *Policy 347 Student Records*
- *Policy 361.1 Public Complaints About Instructional Materials*
- *Policy 411 Equal Educational Opportunities (Nondiscrimination)*
- *Policy 411.1 Student Anti-Harassment and Anti-Bullying*
- *Policy 421 Entrance Age (including early admission to kindergarten and 1st grade)*
- *Policy 512 Employee Harassment and Bullying*