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Persons presenting questions, concerns and complaints to the district about issues or occurrences over which the district has control shall be processed thoroughly and in a timely manner.

1. Alleged criminal acts shall be filed directly with the superintendent, designee or other appropriate administrative staff.
2. Certain issues have a prescribed method of processing because of confidentiality and/or specific requirements of federal or state law.
  - a. Alleged discrimination shall be processed consistent with AC-AR: Discrimination Complaint Procedure.
  - b. Requests for reconsideration of instructional materials shall be processed consistent with IAB-AP: Instructional Use of Feature/Film Video.
  - c. Alleged sexual harassment claims shall be processed consistent with AC-AR: Discrimination Complaint Procedure.
  - d. Complaints regarding talented and gifted program relative to state standards shall be processed consistent with IGBBE-AP: Complaints Regarding Talented and Gifted Program.
3. Other questions, concerns and complaints including, but not limited to, alleged violations of state or federal standards, district practices, and complaints against an employee shall be processed consistent with the following procedures:
  - a. When practical, the complainant shall attempt to informally resolve the issue with the person responsible for the act or condition.
  - b. If the matter is not resolved informally, the complainant shall submit the complaint in writing to that employee's immediate supervisor or the building principal, as appropriate, within 10 school days. The complainant should state specific details describing the incident, act or condition and the desired remedy. The supervisor or building principal shall investigate and decide the merits of the complaint and determine the action to be taken, if any, and reply, in writing, to the complainant within 10 school days.
  - c. The complainant may appeal the decision within 10 school days after receipt of the decision by submitting a written appeal to the Superintendent, or designee. The Superintendent or designee shall review the appeal and make a decision, in writing, to the complainant within 10 school days.
  - d. If the complainant is not satisfied with the decision of the Superintendent or designee, a written appeal may be filed with the Board within 10 school days of receipt of the written decision. The Board will review the appeal and make a decision, in writing, to the complainant.

Dated: 2.9.88

Revised: 10.8.91, 1.14.97, 11.17.04, 12.17.12

Reviewed: 11.17.04, 12.17.12, 8.2018

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