POLICY PUBLIC CONCERNS AND COMPLAINTS **NEPN/NSBA Code: KE**

The Board believes that many concerns, complaints, and misunderstandings can be resolved through respectful and constructive conversations.

Parents, students or members of the public who have concerns or complaints regarding any aspect of the SAD #46 School District shall be encouraged to seek a resolution at the lowest possible level.

The only exceptions are:

A. Concerns and complaints regarding School Board actions or operations. Such concerns and complaints may be expressed to the Board Chair in writing or by direct communication. They may also be raised at a meeting of the Board during the period designated for public comment.

B. Concerns and complaints about school personnel. Such concerns and complaints are to be initiated and addressed in accordance with the Board's policy KEB, Complaints About School Personnel.

C. Concerns and complaints concerning instructional and library-media materials must be made by submitting the KLB Addendum, the "challenge form that accompanies the board's policy KLB, Selection of Instructional and Library-Media materials. Such complaints will be resolved as provided in the review procedure outlined in the policy KLB Addendum.

If a concern or complaint cannot be resolved at the lowest level, the person with the concern or complaint may appeal the decision to the next level (e.g., School Principal, Director of Special Services, Curriculum Director, Transportation, Supervisor, Director of Maintenance and Facilities, Assistant Superintendent).

If the concern or complaint cannot be resolved at any lower level, it may be appealed to the Superintendent. If the complaint remains unresolved at the Superintendent's level, the person with the concern or complaint may request that the matter be placed on the agenda of the next regular Board meeting. After consulting with Legal Counsel, the Board Chair, in consultation with the Superintendent, shall determine whether the complaint should be placed on the agenda.

At all levels of the complaint process, school system employees shall inform the person with the concern or complaint of his/her right to appeal the decision to the next level and identify the individual to contact.

This policy shall not be utilized by employees for matters or grievances relating to any term or condition of their employment. Such matters shall be addressed through established channels for employee grievances.

Cross Reference: BEDB – Agenda Preparation and Dissemination
BEDH – Public Participation at Board Meetings
KLB – Instructional and Library Media Materials Selection
KB – Parent Involvement in Education
KEB – Complaints About School Personnel

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