PATRON COMPLAINTS
COMPLAINTS ABOUT PERSONNEL

The Board recognizes that complaints from concerned patrons are inevitable. In order to provide an effective procedure for responding to complaints in a manner that is in the best interests of promoting better educational opportunities for children, the following policy is adopted.

Complaints about personnel shall be directed to the principal or other supervisor directly responsible for supervision of that employee. The supervisor shall:

1)   Investigate the complaint.

2)   Promptly notify the employee if the complaint is to be placed in the employee's personnel file. The decision to place information into any personnel file will be made by the administration based on the results of an inquiry or investigation.

3)   Schedule a meeting of the employee, the complainant, and the supervisor if deemed appropriate.

4)   Provide a response to the complainant within fifteen (15) days of receipt of the complaint. Upon conclusion of the investigation, the complainant will be informed as to the outcome of the investigation and the disposition of the complaint. If either party is not satisfied with the handling of the complaint, the matter can be appealed to the Superintendent for final resolution.

To be considered for investigation, any such complaint must have been filed within 180 days of the alleged occurrence. (Exception of the 180 days would be an accusation of sexual abuse.)

Complaints about the Superintendent shall be directed to the Board President, who shall follow the same procedure.

This procedure is intended to minimize the risk of a possible action for libel or slander, to retain the impartiality of the Board, and to maximize compliance with North Dakota law.

Cross Ref: Policy IBCAB/KAF   Visitors in the Schools
              Policy KB   School-Parent Relations Goals

Legal Ref: NDCC Ch. 15.1-14 Administrators
              NDCC Ch. 15.1-15 Contracts of Teachers and Administrators
              NDCC Ch. 15.1-17 Teachers' Personnel Files

REFERENCE   POLICY ADOPTED: 10-08-2007
9/05   POLICY AMENDED: