

PROCEDURE 4001: PATRON/DISTRICT COMMUNICATIONS

The following procedure is developed to facilitate the communication process between the community and the school district.

1. Any person who has a concern about the school program should contact the school employee closest to the source of the concern either orally or in writing expressing the concern and asking for a response. The staff member's response should be factual, objective, and courteous.
2. If the response does not satisfy the concerned citizen, or if step one seems inappropriate, an appeal should be made either orally or in writing to the principal or his/her designee. The principal's response should be factual, objective, and courteous.

In cases where extensive data needs to be collected, an immediate response should be made acknowledging the complaint or concern and indicating the estimated time required to respond fully to the original communication.

3. If the concern has not been resolved at the school level, the matter should be referred to the superintendent either orally by appointment or in writing.

Other problems or concerns not school related, such as central office practices, shall be referred directly to the superintendent.

4. At the discretion of the concerned citizen, any matter that has not been resolved at the superintendent level may be brought to the attention of the school board.
5. For best results in bringing a matter to the school board, the following steps should be taken:
 - a. In a written statement addressed to the secretary or president of the school board:
 - 1) clearly state the substance of the concern or complaint,
 - 2) state the steps that have been taken to resolve the matter,

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- 3) indicate the action that you feel needs to be taken to correct the situation,
 - 4) ask for an opportunity to present the problem or concern to the school board.
- b. Any written information that would provide valuable background data for the board's ultimate decision should be provided.
 - c. The secretary of the board will respond to such a request by scheduling an opportunity for the concerned individual to present his or her problem to the school board at a scheduled meeting.
 - d. Such hearings shall conform to the open meeting laws.
 - e. Upon hearing and weighing all material presented, the board, if it feels it has sufficient information, will render a decision and communicate the same to the concerned citizen either orally at the conclusion of the hearing or in writing at a time specified at the conclusion of the hearing.
6. To provide information and assurance that patron concerns are being considered and acted on in a timely and effective manner, a form will be completed which states the concern, identifies the person making the complaint, and subsequent actions taken (and by whom) to resolve the concern.

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