

## **CITIZEN COMPLAINT PROCEDURES**

Members of the Board, Administrators, Teachers, and Staff, individually and collectively, recognize and welcome their responsibilities for listening to comments and suggestions from the residents of the school district. Communication is an essential component to an educational system. Parents and guardians are generally concerned with many aspects of their children's school program. However, there may be times when specific situations surface that pose a need for information clarification. These situations could center around issues of attendance, discipline, School Board policies, course content, athletics/extra curricular activities, or working relationships between students and teachers, administrators, or coaches.

### **Public Complaints**

Procedures shall be developed for handling such complaints.

In the event, that a complaint is made directly to the School Board as a whole, or to an individual board member, it shall be referred to the Superintendent for consideration and resolution. While verbally presented concerns or complaints may be brought directly to the board's attention no definitive action should be expected of the School Board unless formal procedures have been followed.

Any individual employee involved shall be advised of the nature of the complaint and every effort will be made to resolve the issue at that level. Appropriate confidentiality shall be maintained when handling citizen complaints and concerns. The administration should consider the weight of multiple complaints.

### **Procedures**

**First Level – Individual Employee** Parents or citizens with complaints about the school district are urged to attempt to resolve the matter by discussing the complaint directly with the school district employee most closely involved OR the outlined concern should be submitted to, and discussed with, the principal / superintendent and the employee involved. The principal / superintendent will help arrange and conduct a conference with the complainants and the employee. The complainant and employee may bring other individuals as observers or as legal representatives to the conference, provided they have informed the principal / superintendent at least 48 hours prior to the conference. The complainant and the employee shall be notified of any additional participants in the conference at least 24 hours prior to the conference. A written response will be composed by the staff participants in this first level conference and shared with the person making the complaint.

Second Level – Superintendent If still unresolved the complaint will be brought in writing to the Superintendent for review and consideration. Documentation relative to the concern and prior attempts at resolution will be reviewed by the Superintendent together with the parties involved at the first level. A written response by the Superintendent will be issued.

Third Level – School Board An unresolved concern or complaint, having been processed through earlier levels, will be scheduled for School Board review. Records of communications and attempts to resolve the issue will be shared with the board prior to its deliberation or action being taken. Discussion of the issue may be held in open or closed session as determined by the board, consistent with Wisconsin Statutes.

A formally processed concern or complaint should be resolved within no more than two weeks at the building level, within two weeks more if carried to the superintendent level, and an additional two to four weeks to the school board level, unless mutually agreed upon in writing.

**Arcadia School District  
CITIZEN SUGGESTION, CONCERN  
AND/OR COMPLAINT FORM**

SUBMITTED BY \_\_\_\_\_ DATE \_\_\_\_\_

Address \_\_\_\_\_ Telephone # \_\_\_\_\_

City/State/Zip \_\_\_\_\_

RECEIVED BY \_\_\_\_\_ DATE \_\_\_\_\_

1. SUGGESTION/STATEMENT OF CONCERN

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2. ON WHAT DATE OR OVER WHAT PERIOD OF TIME DID THE ALLEGED EPISODE OCCUR?

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3. HAVE YOU TAKEN ANY PREVIOUS ACTION REGARDING THIS MATTER? IF SO, PLEASE EXPLAIN.

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4. ACTION OR RESOLUTION WHICH IS SOUGHT

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Signature \_\_\_\_\_

Complaint handled by: \_\_\_\_\_ Date \_\_\_\_\_

