

COMPLAINTS CONCERNING STAFF OR PROGRAMS

Constructive criticism can be helpful to the district. At the same time, the board has confidence in its staff and programs and shall act to protect them from unwarranted criticism or disruptive interference. Complaints received by the board or a board member will be referred to the superintendent for investigation.

The superintendent shall develop procedures to handle complaints concerning staff or programs. Complaints regarding instructional materials should be pursued in the manner provided for in [Policy 2020](#) (Curriculum Development and Adoption of Instructional Materials).

Legal References: RCW 28A.405.300 Adverse change in contract status of certificated
employee – Determination of probable cause
– Notice – Opportunity for hearing
42.30 Open Public Meetings Act

Adoption Date: 1/20/1999

School District Name: Wahkiakum

Complaints Concerning Staff or Programs

Most complaints can be resolved by informal discussions between the citizen and the staff member(s), or between two staff members when one staff member has a complaint toward another staff member.

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above:

1. If the problem is not satisfactorily resolved at the building level, the citizen should file a written complaint with the superintendent that describes the problem, and a suggested solution. The superintendent should send copies to the principal and staff member.
2. The principal and staff member shall respond to the superintendent in writing or in person.
3. The superintendent shall then attempt to resolve the matter through a conference with the citizen, staff member, and principal.
4. If the matter is still not resolved, the superintendent shall present the issue to the Board at its next board meeting. If the complaint is against a staff member, the complaint shall be handled in executive session in the presence of the staff member, unless the staff member prefers that the complaint be heard in open session.

Under both options, the individual with the complaint will also be present. If the complaint is heard in executive session, the person with the complaint will be allowed to explain his/her concern. The individual with the complaint should explain his/her opinion only, and not the opinion of others.

Should the complaint be heard in open session the staff member needs to recognize that the Board will allow anyone in the audience who wants to be heard on the matter, to sign up and express his/her opinion; in the order that the individuals sign up.

The Board shall attempt to make a final resolution of the matter. Any formal actions by the Board must take place at an open meeting. If such action may adversely affect the contract status of the staff member, the Board shall give written notice to the staff member of his/her rights to a hearing.

5. When the complaint is between two staff members, the above stated procedures will also apply as appropriate.

Date: April 23, 2008