

## SECTION 700 – COMMUNITY RELATIONS

### COMPLAINTS

### POLICY 703

#### ARTICLE 1 PARENT AND PUBLIC COMPLAINTS CONCERNING SCHOOL EMPLOYEES

- A. Parents or other members of the public who have a complaint about an employee are to be counseled and encouraged to discuss the complaint with the employee, unless it alleges a violation of law. The employee may request his/her supervisor for assistance in resolving the complaint.
- B. Formal complaints are to be filed in writing with the employee's supervisor. The written complaint must include the name, address, and phone number of the person making the complaint and a description of the incident or reason for the complaint. It must be filed in reasonable proximity to the time of the alleged incident or to the time the incident became known. Anonymous complaints will not be accepted. When formal written complaints about an employee are received by administrators or Board members, they shall be forwarded to the employee's supervisor.
- C. The supervisor shall notify the employee of the complaint and provide opportunity for the employee to present his/her response. Efforts shall be made to have the issue resolved by the employee and complainant including a resolution session facilitated by the supervisor as feasible given the nature of the complaint. The employee shall be cautioned that any reprisal or actions against a student, parent, or citizen, because of the complaint, shall be grounds for disciplinary action and possible dismissal from employment.
- D. The supervisor may conduct an investigation of the matter including a review of artifacts and interviews with witnesses and alleged victims.
- E. The supervisor shall notify the complainant and employee, in writing, of his/her findings and actions taken. The notice shall occur not later than 10 working days from the date of the complaint or 10 working days from the date of the last resolution session. A copy of the notice shall be sent to the Superintendent and shall be placed in the employee's personnel file.
- F. The complainant or employee may appeal findings and actions of the supervisor to the Superintendent. The appeal must be submitted in writing within 10 working days from the date of receipt of the notice of findings. The Superintendent shall review the case. The process shall include opportunity for the employee to be heard and to present information on his/her behalf. A statement of findings shall be issued within 10 working days from the date of receipt of the appeal. A copy of the statement shall be sent to the complainant, the supervisor, and each Board member. A copy shall also be placed in the employee's personnel file.
- G. Either the complainant or the employee may request a hearing with the Board to appeal the Superintendent's findings and/or actions. The request must include a statement of the specific finding or action being challenged and a statement of the remedy sought. If an appeal is requested, a majority of the Board, through a formal action, must agree to hear the appeal. The appeal shall consist of a review of the facts, findings and actions presented by the Superintendent and the opportunity for the appealing party to make a statement indicating why the Superintendent's decision should be overturned.
- H. When the complaint alleges a criminal matter, the Principal or Director shall notify appropriate law enforcement agencies as well as the Superintendent. The Superintendent shall determine administrative actions and steps to be taken. The employee may be suspended with pay during the investigation. He/she may be suspended without pay if criminal charges are filed. Conviction may result in dismissal from employment. The Colorado Department of Education Licensing Unit shall be notified with regard to charges filed against teachers as required by law.

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References:

Adopted 5/7/03; Revised 11/02/05

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#### ARTICLE 2 COMPLAINTS ABOUT STUDENTS

- A. Board members, administrators or staff members receiving complaints about students shall refer such complaints to the Principal. The complainant may be asked to contact the Principal and provided information for doing so.
- B. The Principal shall investigate the complaint and provide the complainant a written response regarding findings of the investigation and resulting actions. Such response shall occur within 10 working days of receipt of the complaint. If the Principal determines that the student has violated the Conduct Code, appropriate disciplinary action will be invoked. If the complaint or investigation suggests a violation of law, the matter shall be referred to law enforcement agencies.

#### ARTICLE 3 COMPLAINTS ABOUT INSTRUCTIONAL MATERIALS

- A. Complaints about instructional materials shall be submitted in writing to the Principal.
- B. The Principals shall determine if the complaint challenges adopted curriculum or if it pertains to supplemental materials used by a teacher.
  - 1. If the complaint challenges materials adopted as part of the curriculum, it shall be forwarded to the Superintendent who shall present the issue and recommendations to the Board of Education. The complainant shall be notified of the Superintendent's recommendations and provided opportunity to present his/her response to the Board prior to or during the Board's discussion of the challenge. The Board's findings and actions shall be provided to the complainant within 10 working days following the meeting.
  - 2. If the complaint challenges supplemental materials, the Principal shall investigate the matter and determine appropriate actions, if any, to be taken. The complainant shall be notified of the Principal's actions within 10 working days following receipt of the complaint.
  - 3. The Principal's findings may be appealed to the Superintendent who shall provide the complainant a summary of findings within 10 working days following receipt of the appeal.
- C. Complaints about Library books – see Policy 520, Article 3, Paragraph D.

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References:

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