

Cassville R-IV School District Complaint Procedure

The following steps are to be followed by parents/guardians, students or the public when concerns or complaints arise regarding the operation of the school district that cannot be addressed through other established policies or procedures.

1. Concerns or complaints should first be addressed to the teacher or employee directly involved.
2. Unsettled matters from (1) above or concerns or complaints regarding individual schools should be presented in writing to the principal of the school. The principal will provide a written response to the individual raising the concern ("complainant") within five business days of receiving the complaint or concern unless additional time is necessary to investigate or extenuating circumstances exist.
3. Unsettled matters from (2) above or concerns or complaints regarding the school district in general should be presented to the superintendent or designee in writing. The superintendent or designee will provide a written response to the complainant within five business days of receiving the concern or complaint, unless additional time is necessary to investigate or extenuating circumstances exist.
4. If the matter cannot be settled satisfactorily by the superintendent or designee, a member of the public may request that the issue be put on the Board agenda, using the process outlined in Board policy. In addition, written comments submitted to the superintendent or the secretary of the Board that are directed to the Board will be provided to the entire Board. The Board is not obligated to address a complaint. If the Board decides to hear the issue, the Board's decision is final. Otherwise, the superintendent's decision on the issue is final.

This form will allow our school district to establish a structure and process to ensure complaints are heard and resolved. It also provides the district with evidence of the process.

Person Filing Complaint:		Date:
Staff Member(s) Involved:		
Description of Complaint: (Please indicate if documentation/letters are attached to form)		
Suggested Solution or Relief Sought:		
Signature of Person Filing Complaint		
Level 1—Staff (Meet with Staff Involved)		
Date of meeting with Staff:		
Decision of Staff Member:		
Staff Signature:		Date:
Person's Response: <input type="checkbox"/> I accept the above decision <input type="checkbox"/> I hereby refer the above decision to the building principal		
Reasons:		
Date Submitted to Principal		

Level 2 – Principal (Meet with Principal)

Date of Meeting:	
Decision of Principal:	
Principal's Signature:	Date:
Person's Response: <input type="checkbox"/> I accept the above decision <input type="checkbox"/> I hereby refer the above decision to the Superintendent or Designee	
Reasons:	
Date Submitted to the Superintendent:	

Level 3 –Superintendent (Meet with the Superintendent)

Date of Meeting:	
Decision of Superintendent:	
Superintendent's Signature:	Date:
Person's Response: <input type="checkbox"/> I accept the above decision <input type="checkbox"/> I hereby refer the above decision to the Board of Education	
Reasons:	
Signature:	Date:
Date Submitted to School Board:	

Level 4 –School Board (Hearing with the School Board)

Date of Meeting	
Decision of School Board:	
Board President's Signature:	Date: