

Patrons from this district having concerns or complaints regarding any aspect of this school district and/or the services it provides to the school-age students residing in its boundaries may submit those concerns or complaints in writing following the procedure set forth below:

1. Any parent and/or patron concern involving an employee shall first be addressed between the employee and the concerned party. If the initial concern is expressed to an administrator or board member, the concerned party shall be directed to attempt to resolve the concern directly with the employee. In the event that the parent and/or patron feels that the matter cannot be resolved directly with the employee, the parent/patron may request that the school administrator or immediate supervisor be involved in the initial resolution process;
2. Matters concerning an individual school will be discussed first with the principal of that school;
3. If the patron believes that the matter was not resolved at the school level, it may then be brought to the superintendent or designee where it will be determined whether the district's procedures for complaints concerning personnel, the district's uniform complaint procedures or harassment procedures applies;
4. If the problem is not resolved with the superintendent or designee, it may then be brought before the board in the following manner:
 - a. The request, concern, or complaint will be submitted in writing to the board at least five (5) days before the regularly scheduled board meeting;
 - b. Participants must identify whom they represent and may be asked to comment on their questions or problems;
 - c. Personnel complaints against any school district employee will not be heard in open session;
 - d. The board reserves the right to set time limitations for presentations and speakers.

The district does not accept anonymous complaints except for those circumstances when the law requires investigation of such complaints.

The board prohibits retaliation against complainants. The superintendent or designee may keep a complainant's identity confidential, to the extent necessary to investigate the complaint and/or as required by law. Enough identifying information will need to be provided in order to complete a thorough investigation.

Individuals with complaints regarding library resources or textbooks will follow the complaint procedure set forth in the policy entitled Library and Resource Center Materials found in SECTION 600: EDUCATIONAL PROGRAMS.



LEGAL REFERENCE:

Idaho Code Section 33-506(1)

ADOPTED:

August 10, 2004

AMENDED:

July 13, 2021