

PATRON COMPLAINT AGAINST PERSONNEL

This policy provides the procedure through which patrons of the district may register complaints with the school. Complaints should be resolved at the lowest level of authority. Therefore, patrons with complaints about personnel are encouraged to first discuss the complaint with the employee involved. If the complaint cannot be satisfactorily resolved at that level, the complaint shall be directed to the principal or other supervisor directly responsible for supervision of that employee. A complaint may be registered either informally or formally.

INFORMAL COMPLAINTS: An informal complaint shall be verbally communicated to the administration for the purpose of their information, and shall not include a request for action. Complaints which are general in nature shall be considered to be informal. The administrator receiving the informal complaint shall log the complaint as to date, time, and the nature of the complaint. Informal complaints may be lodged anonymously.

FORMAL COMPLAINTS: Formal complaints shall be registered either verbally or in writing. Complaints which request corrective action shall be handled as formal complaints. Formal complaints must be specific as to the incident, condition, practice or person being complained against and must be filed within 180 days of the alleged incident (except for instances alleging sexual abuse). The administration may request that a formal complaint be documented in writing if it bears specific charges against a member of the school staff or a condition or practice supported by school board policy. Any complaint going before the Board must be a signed complaint.

Upon receipt of a formal complaint, the administration will pursue the following course of action:

- 1) The condition or practice being complained against will be investigated and tested to determine whether or not the complaint is valid.
 - a. If the formal complaint is against a staff member, the staff member being complained against will be informed of the complaint or the charges registered against him/her. The staff member shall be accorded the opportunity to respond to the charges in writing.
 - b. As of the 5th formal written complaint against an individual staff member, and every complaint after, the school board will initiate a hearing to review the complaints.
 - c. Only one complaint per household for each incident regarding an individual staff member will be counted toward the 5 in subsection b.
 - d. The Midway School Board (Board) has the option of dismissing the complaint, reprimanding the staff member, or pursuing dismissal proceedings.

- e. The Superintendent has the authority to pursue dismissal proceedings of a certified staff member at any time in accordance with ND_Century Code.
 - f. The Superintendent may dismiss a classified employee at any time in accordance with Midway School Board DKBA.
- 2) Upon conclusion of step 1, the administration shall answer the formal complaint in writing, informing the complainant of the administration's findings and the action, if any, to be taken. The response must come within 60 days of receipt of the complaint. The complainant will be informed of the right of appeal to the Board, in the event of persisting dissatisfaction.
 - 3) Complaints about the Superintendent shall be directed to the Board President who shall follow the same procedure.
 - 4) A record of all formal complaints and resultant actions taken will be held on file.