

# MONONA GROVE SCHOOL DISTRICT

## Board Policy 870

### PARENT/CITIZEN COMPLAINTS

Constructive criticism of the schools is welcomed by faculty, administrators and the Board when it is motivated by a sincere desire to improve the quality of the educational program or to assist the schools in doing their tasks more effectively. In order to promote effectiveness and efficiency in handling complaints other than those relating to instructional materials, the Board directs concerned parents/guardians/citizens to follow the procedure outlined below. (Complaints concerning instructional materials shall be handled in accordance with a policy found elsewhere in this manual.)

- Step 1: Parents/Guardians/Citizens with complaints are urged to attempt to resolve the matter by discussing their complaint directly with the faculty member(s) or school employee(s) most directly involved.
- Step 2: If the complaint is not resolved at Step 1, the complainant should contact the employee's immediate supervisor or supervisory administrator who shall arrange a conference between the parties involved. The parent/guardian/citizen shall submit the complaint in writing at this conference. If the complaint relates to a possible violation of state and/or federal laws or regulations applicable to a particular instructional program (e.g., Title I), the statement should include a statement that the district has violated a legal requirement applicable to the instructional program and include sufficient information as to when, where and the nature of the activity perceived to be in violation of the law and/or regulations. Every effort shall be made to resolve the issues at this step. If the complaint is not resolved at Step 2, the parent/guardian/citizen shall be advised of the next step to be taken.
- Step 3: If the complaint is not resolved at Step 2, the parent/guardian/citizen shall submit the complaint in writing to the Superintendent. If the Superintendent is unable to resolve the issues to the satisfaction of all parties, the parent/guardian/citizen shall be advised of the next step to be taken.
- Step 4: If the complaint is not resolved at Step 3, the parent/guardian/citizen shall submit the complaint in writing to the Board of Education. The Board's decision shall be considered as final by all parties unless alternate actions are available under state or federal law. If, for example, the complainant alleges that the district has violated laws and/or regulations governing state-administered programs funded under the Improving America's Schools Act (e.g., Title I-funded programs), the complainant may file a written appeal to the Department of Public Instruction within 30 days of receipt of the district's decision on the matter.

CROSS REFERENCE: Board Policy 871, Public Complaints About Instructional Materials  
BOARD APPROVAL: November 8, 2000