

COMMUNICATION CHANNELS

Questions and problems are resolved at the lowest organizational level nearest to the complaint. School employees are responsible for conferring with their immediate supervisor on questions and concerns. Students and other members of the school district community will confer with a licensed employee and then with the principal on questions and concerns.

If resolution is not possible by any of the above, individuals may bring it to the attention of the superintendent within four (4) school days of their discussion with the principal. If there is no resolution or plan for resolution by the superintendent within five (5) school days of the individual's discussion with the superintendent, the individual may ask to have the question or problem placed on the board agenda. In the event of extenuating circumstances, the timeline for the superintendent to resolve the matter may be extended and that extension shall be communicated to the individual in writing. It is within the board's discretion whether to hear the concern.

It will first be the responsibility of the administrators to resolve questions and problems raised by the employees and the students they supervise and by other members of the school district community.

NOTE: There should be limits on the length of time an individual has to pursue complaints in order to bring the issue to closure. The board needs to determine the appropriate number of days, five for example, and place that in the blanks. There are also limits similar to this in Policy 502.4, and the board may want to use the same number of days in that policy to ensure consistency.

Legal Reference: Iowa Code § 279.8 (2013).

Cross Reference:	213	Public Participation in Board Meetings
	213.1R1	General Complaints by Citizens
	401.4	Employee Complaints
	502.4	Student Complaints and Grievances
	504.3	Student Publications