

**COLCHESTER SCHOOL DISTRICT****POLICY: PUBLIC COMPLAINTS ABOUT PERSONNEL****DATE ADOPTED:** October 2, 2012**POLICY STATEMENT**

The Board seeks to ensure that concerns and complaints regarding school personnel are resolved in a timely, respectful and appropriate manner.

Concerns and complaints should be resolved at the lowest level possible within the structure of the District. Individuals are encouraged to first bring a complaint or concern to the attention of the individual staff member. If the concern or complaint is not satisfactorily resolved with the individual staff member concerned, it should be brought to the attention of the staff member's immediate teacher/supervisor or administrator. Generally, the complaint shall be in writing stating the issues and supporting facts. As appropriate, the individual staff member shall be advised of the nature of the complaint, shall be given an opportunity for explanation, comment, and presentation of the facts as he/she sees them. Where appropriate, administrators should consult any applicable collective bargaining agreement or School District policies and/or procedures.

If the immediate supervisor or administrator does not resolve the complaint or concern, the complainant may refer the matter to the Superintendent for his or her review and decision.

When a concern or complaint is brought directly to the School Board or an individual Board member, it shall be referred to the Superintendent. The Superintendent will involve the immediate supervisor or administrator in the resolution.

It is the intent of the Board that the rights of staff members under collective bargaining agreements and Vermont law will be respected through the administration of this policy.

An adopted procedure accompanies this policy detailing the informal and formal procedures for responding to complaints from the public.

Reference: Section XIII Teacher Evaluation 2011-14 Bargaining Agreement

Last Adopted: January 4, 2005  
Date Warned: September 14, 2012  
First Reading: September 18, 2012  
Second Reading: October 2, 2012

**COLCHESTER SCHOOL DISTRICT**  
**COMPLAINTS FROM THE PUBLIC FORM**

**INSTRUCTIONS:**

*This form is to be completed when filing a formal complaint, including complaints filed by members of the public under the American with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, and Title IX of the Educational Amendments Act of 1972. Please print or type.*

*Within three (3) work days after receipt of your complaint you will be contacted by the Principal or Supervisor to set up a meeting to discuss your complaint, if such a meeting has not already occurred. When possible, this meeting will be scheduled within ten (10) days of receiving this completed form.*

*The Principal or Supervisor will respond in writing within ten (10) work days of the receipt of the complaint or the date of the meeting, if any. The Principal or Supervisor may extend the time line for no more than ten (10) additional days if necessary and will contact the complainant regarding the extension.*

***PART I: To be Completed by Person Filing Complaint***

*Name of Person Filing Complaint, Home Phone, Work Phone*

*Address*

*Student Name (if applicable), Grade of Student*

*State Complaint (attach additional sheets if necessary)*

*Action Requested (attach additional sheets if necessary)*

\_\_\_\_\_  
*Complainant's Signature                      Date*

***PART II: To be completed by the Principal or Supervisor***

*Date Received Initials:* \_\_\_\_\_

*Date Contact Made:* \_\_\_\_\_

*Date of Meeting:* \_\_\_\_\_

*Action on Complaint:*       *Granted*       *Denied*

*Reason (must be completed if denied):*

\_\_\_\_\_  
*Signature, Principal or Supervisor                      Date*

*If you wish to request a review of the decision of the Principal or Supervisor, you may do so by forwarding this form (with Sections I and II completed) with a note explaining your reason for disagreement and forward it to the Superintendent at the Colchester School District under the timelines noted in Procedure.*