

**Policy 213.01: Citizen's Concerns**

**Status: ADOPTED**

**Original Adopted Date:** 01/01/1989 | **Last Revised Date:** 12/01/2021 | **Last Reviewed Date:** 12/01/2021

The Board recognizes that situations may arise in the operation of the system which are of concern to parents or the public.

The Board believes strongly that all concerns should be resolved at the lowest possible level of decision making by the individuals closest to the concern. The concerns are best dealt with through communication with appropriate staff members and officers of the system, such as the faculty, the principals, the central office, and the Board.

The following guidelines are suggested as the proper procedure to be followed by persons with questions or concerns:

1. Matters concerning an individual student, a teacher, or other employee should first be addressed to the teacher or employee.
2. Unsettled matters from (1) above or problems and questions concerning individual schools should be directed to the building principal, or employees' immediate supervisor.
3. Unsettled matters from (2) above or problems and questions concerning the school system should be directed to the Superintendent.
4. If the matter cannot be settled satisfactorily by the Superintendent, it may be brought to the Board of Directors. The concern may be brought up at a board meeting by following the procedures to have an item placed on the agenda. To bring a concern, the individual shall notify the board president or board secretary in writing, who may bring it to the attention of the entire board.

The Board considers it the obligation of employees of the District to entertain the questions of parents or the public.

It is within the discretion of the board to address complaints from the members of the school district community, and the board will only consider whether to address complaints if they are in writing, signed, and the complainant has complied with this policy. The board is not obligated to address a complaint and may defer to the decision of the superintendent. If the board elects not to address a complaint, the decision of the superintendent shall be final. If the board does elect to address a complaint, its decision shall be final.

Parents, guardians and community members of the district who have concerns about the district or the board may refer to the student handbook for additional guidance from the Iowa Department of Education.

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