

SCHOOL DISTRICT OF MAYVILLE

870-Rule

PROCEDURES FOR HANDLING PUBLIC COMPLAINTS AND CONCERNS

1. A citizen, in presenting a concern or complaint under these procedures, shall:
 - a. have the right to be accompanied and advised by a representative of his/her choosing. However, if the representative is an attorney, the appropriate school official is to be advised in advance so that the school district's attorney may also be present.
 - b. be assured a reasonable amount of time during the presentation to discuss the concern or complaint with the appropriate district staff member.
 - c. have the right to present such concerns or complaints free from restraint, interference, coercion, discrimination or reprisal against either him/herself or any of his/her children at any time.
 - d. receive an oral response within three working days if the concern is expressed orally.
 - e. receive a written response within ten working days if the complaint is expressed in writing.
2. The citizen is encouraged to contact the person to whom the concern is directed.
 - a. If the matter concerns a teacher, the appropriate person to receive the complaint is the teacher. An appointment should be arranged in advance.
 - b. If the matter concerns the school, the appropriate person to receive the complaint is the building principal. An appointment should be made in advance.
 - c. If the matter extends beyond the school to District-wide concerns, the District Administrator should be contacted. An appointment should be arranged in advance.
3. A citizen may choose to address the concern in an informal oral setting and/or by putting the concern or complaint in writing.
 - a. Informal – Oral
The citizen should either schedule an appointment with the appropriate official or telephone the person. The concern should be expressed as clearly as possible, indicating as much information as is known. An informal setting is encouraged. Both the citizen and the school official should make every effort to be objective and maintain a relaxed environment. The primary purpose is to

apprise, acquaint and inform. The school official is to respond to the concern either: (1) immediately, if possible, or (2) within three working days.

- b. Formal – In writing
Once the concern or complaint is in writing and delivered to the school official, that person will respond in writing within ten working days. In all cases, the complainant is encouraged, but not required, to discuss the matter first with the appropriate official for an informal resolution.
4. Should a citizen not be satisfied with the written disposition of the complaint, the matter may be referred in writing to the next appropriate district level with similar time limits for response. The sequence outlined below will normally be followed:
- a. Teacher
 - b. Principal
 - c. District Administrator
 - d. Board of Education

If the time limit is not followed, the next level may be notified orally or in writing.

5. Board of Education Review
The District Administrator will assist any complainant in bringing to the attention of the Board any unresolved concern or complaint or noncompliance to the time limits for responding to complaints. The complainant may write a letter, attaching a copy of the written disposition of the complaint by the District staff member, directly to the Board Clerk. The letter should set forth the reasons why the complainant believes such disposition to be unsatisfactory. Upon receipt of such a written complaint, the Board President shall bring the matter to the Board for review and evaluation. Such review may include, but is not limited to: the securing of documentary evidence, personal interviews, a group meeting, or any combination thereof. However, the Board may also decline to consider the complaint further. Following review of the matter, the Board Clerk shall advise the complainant in writing of the decision of the Board. The decision of the Board shall be final.

APPROVED: May 5, 1980
ADOPTED: May 19, 1980
REVIEWED:
REVISED: March 4, 1991; October 7, 2002

Signatures of School Board Members: _____

