

Jefferson County Education Service District

Code: **KL-AR**
Adopted: 6/04/08

Public Complaint Procedure

The following procedure will be used for all complaints:

1. A student or patron with a complaint shall generally first present it orally and informally to the appropriate employee;
2. If the complaint is not resolved, the complainant may formally present the complaint in writing (including all supporting statements and evidence) within 10 working days of the informal conference to the appropriate program supervisor or administrator. He/She shall evaluate the evidence and render a decision within five working days after receiving the appeal;
3. If the complainant deems it desirable to carry the complaint beyond the decision reached by the program supervisor or administrator, he/she may, within five working days, file the complaint with the superintendent or his/her designee. The superintendent or his/her designee shall evaluate the evidence and render a decision within five working days after receiving the appeal;
4. If the complainant deems it desirable to carry the complaint beyond the decision reached by the superintendent or his/her designee, he/she may within five working days request a review by the Board at its next regularly scheduled meeting. A final determination shall be made within 20 working days from receipt of the appeal by the Board;
5. Persons may, after exhausting local complaint procedures, appeal in writing to the Superintendent of Public Instruction.

Time

The number of days given at each level shall be regarded as a maximum and every effort will be made to expedite the process. The time limits stated may be extended by mutual agreement of the complainant and the administration.

Withdrawal

A complaint may be withdrawn by the complainant at any level without prejudice, reprisal or record.

Meetings and Decisions

At each of the levels the complainant shall be given the opportunity to be present and to be heard. All decisions at each level shall be in writing and include supporting rationale with the exception of the initial informal contact. Copies of all decisions and recommendations shall be furnished promptly to all parties of interest.

**SUGGESTION, COMPLAINT OR COMMENDATION REGARDING AN
EMPLOYEE, PROGRAM OR SERVICE**

The district is interested in suggestions, complaints and commendations involving employees, programs and services. When a complaint is registered, we are interested in investigating the incident to see if there has been a misunderstanding or if some corrective action should be taken. Commendations are of value to the district because they improve morale and encourage district employees to take pride in their work and do more than is ordinarily expected of them.

We welcome comments and request you fill in the information requested below.

Name Date of Suggestion, Complaint or Commendation

Address

Telephone

Nature of Suggestion, Complaint or Commendation: _____

Source of your information: _____

Remedy sought: _____

Program Supervisor/Administrator

Date