

## **ARTICLE XIII PARENT COMPLAINTS**

The Board of Education and the Association encourage open communication between the home and the school. A positive partnership between the parties, teachers, the administrative and support staff is essential to the educational process. Open and on-going communication between parents and staff minimizes the opportunities for problems to develop.

In the event that parents or guardians complain about a unit member of the District, these guidelines shall be followed except in cases where the allegation may require involvement by law enforcement agencies:

1. The parent or guardian shall attempt to resolve concerns through verbal communication with the unit member or the unit member's immediate supervisor. Every effort shall be made by the supervisor to refer the complainant to the unit member first.
2. If the concern is not resolved at this level, the complaint shall be made in writing by the complainant and given to the unit member's immediate supervisor no later than thirty (30) calendar days after the time the complainant's child leaves the affected class.
3. The unit member shall be notified and furnished a copy of this complaint within five school days of the supervisor's receipt of the written complaint.
4. The immediate supervisor shall meet with the unit member to discuss the concern or complaint and shall conduct a thorough, impartial investigation of the matter. The unit member shall have the right to meet with the complainant.
5. If the complaint is not resolved within five (5) school days after the conference, a summary of the complaint, the factual investigation and the action taken, shall be prepared by the supervisor and furnished to the unit member. Receipt of the summary shall be acknowledged in writing by the unit member. This acknowledgement signifies receipt of the summary only, not necessarily agreement. The unit member shall have five (5) school days to furnish a written response. The summary and written response may then be entered in the unit member's personnel file.
6. If a thorough, impartial investigation determines that the allegations are unfounded, the complaint shall be disregarded and shall not be a matter of record.