



**File: AR-KE**

### **Public Concerns or Complaints**

**Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip the School to do its tasks more effectively is welcomed by the Board of Directors.**

**The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints shall be as follows:**

- 1. Teacher**
- 2. Principal**
- 3. President of the Board of Directors**
- 4. Board of Directors**

**Any complaint about school personnel shall always be reviewed by the Board President before it is presented to the Board for consideration and action.**

**When a complaint is made directly to an individual Board member, the procedure outlined below shall be followed:**

- 1. The Board member shall refer the person making the complaint to the appropriate supervisor or the Board President.**
- 2. If the person will not personally present the complaint to the Principal or Board President, the Board member shall then ask the individual to reduce the complaint to writing on Complaint Form. The Board member may then refer the complaint to the Principal or Board President for investigation.**
- 3. If at any time the person making the complaint feels that a satisfactory reply has not been received from the Principal, that person should be advised to consult with the President of the Board of Directors and, if still not satisfied, to request that the complaint be heard by the Board of Directors.**

**Every attempt shall be made to investigate any complaint received within 10 days of the receipt of the complaint.**

Adopted November 20, 2013