

**CITIZEN COMPLAINT POLICY**

**8005.1**

To present a framework within which to properly process citizen complaints, the following procedure will be observed:

1. An earnest effort will first be made to settle the matter informally, between the parties. If that is not satisfactory, the person filing the complaint and the other party will meet with the District Administrator.
2. If either party is not satisfied with the disposition of the complaint at step1, either party may file a written statement, on the Citizen Complaint Form, with the District Administrator. The Citizen Complaint Form will be signed by the party making the complaint.
3. The District Administrator will reply in writing to the party making the complaint on action taken to resolve the complaint. A copy of the written response will be given to all parties concerned with the complaint.
4. If the matter is not resolved at the administrative level, the complaint will be presented in writing to the School Board. The complaint will be signed by the party making the complaint. The parties will meet with the School Board at the next regularly scheduled School Board meeting. Either party may request a closed meeting.
5. The School Board will reply in writing to the parties making the complaint as to any action taken to resolve the complaint. A copy of the written response shall be given to all parties concerned with the complaint.

Cross Reference: #8005 Public Complaints about the  
Curriculum or Instructional Materials

Adopted: 1-18-96

**CITIZEN COMPLAINT FORM**

Submitted by \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

City/State/Zip \_\_\_\_\_

**I. SUGGESTIONS/STATEMENT OF CONCERN**

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**II. SPECIFIC FACTS LEADING TO EXPRESSION OF SUGGESTION/CONCERN**

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**III. ACTION OR RESOLUTION WHICH IS SOUGHT**

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Signature/Date

Received by \_\_\_\_\_

Date \_\_\_\_\_