

Whenever a complaint is made directly to the board as a whole or to an individual board member, the individual or group involved will be advised to take the concern to the appropriate school staff member. The Board of Education will only hear complaints that have properly passed through the following channels:

- The individual or group will be advised of the proper channeling of complaints, which is as follows:
 - Teacher or staff member
 - Building administrator
 - Superintendent
 - Board of Education

- The procedure for complaint resolution is as follows:
 - Step One – The complainant and the person or persons against whom the complaint is registered with the objective of resolving the matter informally will first discuss a complaint.
 - Step Two – If the complaint is not satisfactorily resolved in step one, the complainant will submit his/her complaint in writing to the building principal, stating the reasons for the complaint and the relief desired. The principal will contact the complainant within five (5) working days of receipt of the written complaint to discuss the matter. Upon investigation, the principal will issue the complainant a written response stating the principal's decision and reasons therefore. Problems and questions concerning individual schools are appropriately directed to the principal at this level.
 - Step Three – If the complaint is not satisfactorily resolved in step two, the complainant will submit his/her complaint in writing to the superintendent of schools, stating the reasons for the complaint and the relief desired. The superintendent will contact the complainant within five (5) working days of receipt of the written complaint to discuss the matter. Upon investigation, the superintendent will issue the complainant a written response stating the superintendent's decision and reasons therefore. Problems and questions

concerning the school system as a whole are appropriately directed to the superintendent at this level.

- Step Four – If the complaint is not satisfactorily resolved in step three, within ten (10) working days of receiving the response from the superintendent, the complainant may appeal the matter to the Board of Education. This appeal, which should be addressed to the clerk of the board, shall be in writing and shall be accompanied by a copy of the responses from steps two and three. The board will address the matter at the next regularly scheduled board meeting, provided the appeal is received in time to place it on that meeting’s agenda in compliance with the Oklahoma Open Meeting Act. The meeting will consist of input from the parties involved in each step of the complaint, and/or others the board may feel are relevant to the issue. After the issue has been investigated, the board will issue a written decision to the complainant and parties involved at each step of the process.

*NOTE: The above procedure for handling complaints does not apply to cases involving student suspension or expulsion, grievances filed by teachers where a negotiated agreement is present, and/or cases regarding special education placement.

Approved: October 6, 2010

Board Clerk

Board President