

PROCESSING PARENTAL/CITIZEN COMPLAINTS

MILLER SCHOOL DISTRICT

CONFIDENTIALITY PROCEDURES

The Board of Education and professional staff of the Miller School District have jointly adopted a specific procedure to ensure that Parental/Citizen complaints are given respectful attention and that the integrity and confidentiality of all concerned is upheld.

To protect the confidentiality of all concerned, it is imperative that any school employee in receipt of either an Oral Complaint (Section A) or a Written Complaint (Section B) treat such complaint as confidential and further that said complaint not be reproduced in any form, nor disclosed or discussed with any person/persons other than those identified as proper recipients of a complaint; i.e., the principal involved or the superintendent.

Section C requires that board members will consider hearing a complaint in executive session, thereby also insuring that matters discussed therein remain confidential.

Further, any written record must be distributed strictly in accordance with Section A-2, B-1 and B-3 and paragraph D.

Finally, all persons are hereby cautioned to treat both oral and written materials dealing with Parental/Citizen complaints as confidential and in accordance with the adopted policy of the Miller School District.

PARENTAL COMPLAINT PROCEDURE

This policy has been established to ensure that a citizen's complaint is given respectful attention and that the integrity of all concerned is upheld.

The term "complaint" in this policy is restricted in meaning to that criticism of particular school employees, by a citizen of Miller School District, which includes and/or implies a demand for action by school authorities.

A. Oral Complaint

1. A complaint which comes first to the employee against whom it is directed shall be listened to courteously. The employee shall try to resolve the difficulty by explaining the background and educational purposes involved. The employee shall refer the complaint to the principal if the complainant remains unsatisfied. Complaints terminated on this level shall be logged on the employee's contact log.
2. A complaint which comes first to the principal or superintendent shall be listened to courteously. There shall be no commitments, admissions of guilt, or threats. A complaint which involves a particular employee shall be referred to the employee immediately by the principal or superintendent. A conference shall be recommended between the complainant(s) and the employee criticized. If the complainant has already conferred with the employee criticized and remains unsatisfied, the principal or superintendent will immediately invite the complainant to file his complaint in writing and provide the complainant with the appropriate form; FORM (1), together with complete copy of the District's Complaint Policy.
3. Any other school employee or Board of Education member who receives a complaint shall refer the complainant to the employee criticized. The procedure in paragraph one shall then be followed.
4. No further action shall be taken unless the complainant submits a written record. Efforts to improve the school operation shall continue.

B. Written Complaint FORM (1)

1. A copy of the written complaint shall be given to the employee criticized. A written reply from the employee will be required. (FORM (2) The criticized employee shall have the right to counsel. NOTE: All persons involved must treat the written complaint and response as confidential material.
2. The principal and/or superintendent shall schedule a conference with the complainant, the employee, and other personnel selected by either the administration or the criticized employee who could contribute to settling the problem.
3. If the complaint is settled to the mutual satisfaction of all parties involved in Step 2, a written statement, Form 3, outlining how the complaint was resolved will be drawn up by the administrator involved. A copy of the complaint, the criticized employee's response, and the written statement outlining how the complaint was resolved will be placed in the District's "Complaint File".

C. Board of Education Action

The Board will consider hearing the complaints only when the complaints cannot be resolved by the administrator and employee involved. Matters referred to the Board must be in writing and specific in the terms of the complaint and action desired.

1. The Board will only consider or act on complaints that have been explored and processed in accordance with this procedure by the appropriate administrative level.
2. When the Board considers complaints, it shall do so in executive session in the presence of the complainant(s) and the employee against whom the complaint has been raised.

All parties to such executive sessions shall have the right the representative of their choosing, the right to present evidence, and the right to cross examine the witness.

The Board shall conduct the meeting(s) in a fair and just manner. Hearsay evidence shall be discounted by the Board in such proceedings.

The Board has the right to request a disinterested third party to act as a hearing officer to help the Board reach a mutually satisfactory solution.

D. Written Solution - Form 3

Solution on any level of the complaint shall be logged on Form 3. NOTE: All persons involved must treat this completed form as confidential material.

**The complaint procedure and required forms are available on the Miller School website.
www.miller.k12.sd.us*

**FORM #1 - PARENTAL COMPLAINT
MILLER SCHOOL DISTRICT
COMPLAINT CONCERNING SCHOOL PERSONNEL
(SEE CONFIDENTIALITY NOTE AT END OF FORM)**

Answer all questions. If a question is not applicable, state such. Please print or type.

Full name _____ Date _____

Address _____ Telephone _____

Complainant represents:

Himself/Herself _____

Other (Please identify) _____

Organization (Please identify) _____

What specific actions, statements, or negligence do you object to?

When, and how often, do you believe these have occurred?

How, and on what evidence, did you learn of the situation?

What action do you feel should be taken to correct the situation?

Comments:

Signed _____

NOTE: This form, when completed, is confidential and must not be reproduce or copied for any reason other than stated in this procedure

**FORM #2 - EMPLOYEE RESPONSE
MILLER SCHOOL DISTRICT
COMPLAINT CONCERNING SCHOOL PERSONNEL
(SEE CONFIDENTIALITY NOTE AT END OF FORM)**

Response of employee complaint against: _____

Date and time you were contacted about complaint: (Please describe)

Employees response to complaint:

Supporting evidence or witnesses:

I have been informed of the complaint and have been given an opportunity to respond.

Employees signature _____ Date _____

NOTE: This form, when completed, is confidential and must not be reproduced or copied for any reason other than stated in this procedure.

**FORM #3 - ADMINISTRATIVE/BOARD RECOMMENDATION
MILLER SCHOOL DISTRICT
COMPLAINT CONCERNING SCHOOL PERSONNEL
(SEE CONFIDENTIALITY NOTE AT END OF FORM)**

Recommendation

- _____ It is recommended that no record be made and no further action be taken regarding complaint.
- _____ It is recommended that a record be kept but no further action be taken regarding complaint
- _____ It is recommended that the following action be taken regarding complaint:

Signature of Administrator or Board President _____

The above recommendation resolved my complaint in regard to this matter.

Complainant signature _____ Date _____

.....

I have been informed of the complaint, have been given an opportunity to respond and have been informed of the above recommendation.

Employee signature _____ Date _____

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