

## COMMUNITY RELATIONS

### Complaints

Most complaints can be resolved by informal direct discussions between the citizen and the staff member. Should the matter not be resolved, the building principal will attempt to resolve the issue through a conference(s) with the citizen and the staff member.

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above.

1. If the problem is not satisfactorily resolved at the building level, the citizen may file a written complaint which describes the problem, and a suggested solution. The superintendent, or designee, should send copies to the principal and staff member.
2. The staff member will respond to the superintendent, or designee, in writing or in person within five (5) working days of receipt of the complaint.
3. The superintendent, or designee, will then attempt to resolve the matter through a conference with appropriate parties.
4. If the matter is still not resolved, the superintendent may present the issue to the board. If the complaint is against a staff member, the complaint shall be handled in executive session in the presence of the staff member. The board will attempt to make a final resolution of the matter. Any formal actions by the board must take place at an open meeting. If such action may adversely affect the contract status of the staff member, the board will give written notice to the staff member of his/her rights to a hearing.
5. Any procedures for complaints in the collective bargaining agreements will be followed.

Legal Reference:

[RCW 42.30](#)  
[28A.405.300](#)

Open Public Meetings Act  
Adverse Change in Contract Status