

## SCHOOL DISTRICT OF IOLA-SCANDINAVIA

872-Rule

### PROCEDURES FOR HANDLING PUBLIC COMPLAINTS ABOUT INSTRUCTIONAL PROGRAMS

Step 1: A written statement of the complaint shall be prepared by the complainant, signed and presented to the District Administrator or designee. If the complainant is a minor, the complaint should also be signed by his/her parent/guardian. The written statement should clearly identify the particular complaint, the facts on which the complaint is based and a description of any relief sought. If the complaint relates to a possible violation of state and/or federal laws or regulations applicable to a particular instructional program (e.g., Title I), the statement should include a statement that the district has violated a legal requirement applicable to the instructional program and include sufficient information as to when, where and the nature of the activity perceived to be in violation of the law and/or regulations.

The District Administrator or designee shall thoroughly investigate the complaint and reply in writing to the complainant within 10 business days.

Step 2: If the complainant wishes to appeal the decision of the District Administrator or designee, he/she may appeal through a signed, written statement to the Board within five business days of his/her receipt of the District Administrator's response in Step 1. In an attempt to resolve the complaint, the Board shall meet with the concerned parties and their representatives at the next regular Board meeting or within 15 business days of the receipt of such an appeal. A copy of the Board's disposition of the appeal shall be sent by the Board Clerk to each concerned party within 10 business days of this meeting.

Step 3: If the complainant is not satisfied with the Board's decision, the complainant may pursue alternate actions available under state or federal law. If, for example, the complainant alleges the district violated laws and/or regulations governing state-administered programs funded under the Elementary and Secondary Education Act (e.g., Title I-funded programs), the complainant may file a written appeal to the Department of Public Instruction (DPI) within 30 days of receipt of the Board's decision on the matter.

APPROVED: November 11, 2002

REVIEWED: January 9, 2006