

Dell Rapids School District #49-3



Policies and Regulations Code: KL - School/Community Relations

KL PUBLIC CONCERNS AND COMPLAINTS

Constructive criticism of the schools will be welcomed by the Board when it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively. Persons wishing to submit official concerns or complaints relating to the School District, its policies, personnel or instructional materials should begin at the level closest to the source of the concern or complaint. If a concern or complaint is not resolved initially, it may be referred to the next level in accordance with District policy. Appeals to the Superintendent must be presented in writing. Matters referred to the Superintendent should be specific in terms of the action desired. After receiving an appeal, the Superintendent will investigate the matter and respond in writing to the complainant within fourteen (14) calendar days.

If the Superintendent is unable to satisfy the complainant, the case may be appealed to the School Board. Any appeal of the Superintendent's ruling must be presented in writing to the Superintendent within seven (7) calendar days of his/her decision. Matters referred to the Board should be specific in terms of the action desired. The Superintendent will present the appeal to the Board in accordance with District policy. The Board will consider the appeal at the next regular Board meeting, provided the written appeal is received by 5:00 pm three working days prior to the meeting. The Board will dispose of the matter according to its best judgment.

The Board considers it the obligation of employees of the schools to give serious consideration to the concerns and complaints of parents or the public.

Exceptions to this policy will be made when the concerns or complaints concern Board actions or Board operations only.

LEGAL REFS.:

SDCL 13-46-1

ADOPTED: 06-1988
AMENDED: 11-2007
REVIEWED: 09-2010
REVIEWED: 06-2012