

PARENTS COMPLAINT POLICY

To present a frame work within which to properly process parents' complaints, the following procedures shall be observed:

1. The parent and employee shall first meet to settle the matter informally within 30 days of the parent becoming aware of the situation. If this is not satisfactory, the parent and employee shall meet with the Principal within 10 days of the initial meeting.
2. If the parent or employee is not satisfied with the disposition of the complaint at Step 1, either party may file a written statement, on the Parents Complaint Form, with the District Administrator. The Complaint Form shall be signed by the party making the complaint. This must be done within ten (10) working days of the parent-employee-principal conference.
3. The District Administrator will reply in writing to the parent or employee making the complaint and action taken to resolve the complaint within five (5) working days. A copy of the written response shall be given to all parties concerned with the complaint.
4. If the matter is not resolved at the administrative level, the complaint shall be presented in writing by the parent or employee to the School Board within ten (10) working days. The complaint shall be signed by the party making the complaint. The parent and employee shall meet with the School Board at the next regularly scheduled School Board meeting provided notification is received at least one week prior to the meeting. The parent or employee may request a closed meeting.
5. The Board will reply in writing to the parent or employee making the complaint and action taken to resolve the complaint. A copy of the written response shall be given to all parties concerned with the complaint.

If a complaint involves a Principal and cannot be resolved, the party making the complaint should request a meeting with the District Administrator. If the matter is not resolved, the party making the complaint should then proceed to Step 2 above by filing a written statement with the District Administrator, and then proceed with succeeding steps.

Adopted: February 9, 1983
Revised: March 16, 1998
Revised: January 18, 1999

**MERTON COMMUNITY SCHOOL DISTRICT
COMPLAINT FORM**

DATE OF INCIDENT(S):

PARTIES INVOLVED:

DATE OF INFORMAL MEETING (required in Step 1):

NATURE OF COMPLAINT:

REMEDY SOUGHT:

Signature

Address

Date