

Walla Walla Public Schools

BOARD POLICY

Policy No. 4220

COMPLAINTS CONCERNING STAFF OR PROGRAMS

Constructive criticism of the Walla Walla Schools is welcomed by the board of education whenever such criticism is motivated by a sincere desire to improve the quality of the educational program or to equip the school system to carry out its mission more effectively.

Complaints are generally best resolved by the individuals most directly involved. Therefore, citizens are directed to initiate discussion at the level closest to the issue of concern.

The superintendent shall develop procedures for processing citizens' complaints which shall include the following steps:

1. Discuss the matter with the appropriate staff member and/or administrator.
2. If the problem is not resolved by the parties involved, it should be brought to the attention of the superintendent.
3. If, after discussion with the superintendent, there is still no satisfactory solution, the matter may be placed on the agenda of the next board meeting. The procedures for placing an item on the board agenda may be obtained from the superintendent's office.
4. Complaints concerning individual employees may not be accepted by the board without specific documentation. Such complaints will be referred to the board and addressed by the board as appropriate in executive session.
5. The board may choose to delay decision on any complaint that is brought to their attention until further investigation can be conducted.

Any citizen also has the option of addressing the board concerning the operation of the district during the "Citizens Comments" portion of the board meeting agenda. It is not a requirement to be on the board agenda to address the board in this manner, but there may be a time limit placed on the length of the citizen's comments. Comments made at a board meeting are part of the public record.

Legal References:	RCW	28A.405.300	Adverse change in contract status of certificated employee--Determination of probable cause --
		42.30	Notice--Opportunity for hearing
			Open Public Meetings Act

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