

COMMUNICATION CHANNELS

Questions and problems are resolved at the lowest organizational level nearest to the complaint. School employees are responsible for conferring with their immediate supervisor on questions and concerns. Students and other members of the school district community will confer with a licensed employee and then with the principal on questions and concerns.

If resolution is not possible by any of the above, individuals may bring it to the attention of the superintendent within-10-school days of their discussion with the principal. If there is no resolution or plan for resolution by the superintendent within 10 school days of the individual's discussion with the superintendent, the individual may bring it to the School Board President in writing, who may bring it to the attention of the entire School Board, or the item may be placed on the School Board agenda of a regularly scheduled meeting. The action of the board will be final.

It will first be the responsibility of the administrators to resolve questions and problems raised by the employees and the students they supervise and by other members of the school district community.

Legal Reference: Iowa Code § 279.8 (2011).

Cross Reference:

- 213 Public Participation in Board Meetings
- 213.1R1 General Complaints by Citizens
- 401.4 Employee Complaints
- 502.4 Student Complaints and Grievances
- 504.3 Student Publications

Approved: December 14, 1998

Reviewed: July 8, 2013

Revised: October 13, 2003; January 11, 2010