

**MIDDLETON SCHOOL DISTRICT #134
POLICY AND PROCEDURE MANUAL
SECTION 1000 – Community Relations**

PATRON COMPLAINT.....POLICY 1012

The Board welcomes concerns from patrons including constructive criticism intended to improve the District and/or educational programs. Complaints from patrons will be handled in a respectful manner. All complaints (including instruction, discipline, District personnel policy, procedure, curriculum) must be referred through the proper administrative channels before it is presented to Board for consideration and action, as follows:

1. Teacher or staff
2. Principal or Supervisor
3. Director or Administrator
4. Superintendent
5. School Board

The content of all complaints (written, email or verbal*) referred to the District, shall remain confidential, to the extent allowed by law, within all involved parties, the Superintendent, and School Board. No retaliation shall be brought against any student by school personnel due to the filing of a complaint by his/her parent(s) or guardians(s).

*Verbal complaints (by telephone or in person) will not be acted upon until signed written documentation (letter or email) has been provided to the respective administrator, from the person verbalizing the complaint.

Patrons from this District having concerns or complaints regarding any aspect of this school District and/or the services it provides to the school-age students residing in its boundaries may submit those concerns or complaints in writing following the procedure set forth below:

1. Matters concerning an individual classroom will be discussed first with the respective teacher or staff;
2. Matters concerning an individual school will be discussed first with the Principal of that school and/or Director/Administrator;
3. If the patron believes that the matter was not resolved at the school level, it may then be brought to the Superintendent;
4. If the problem is not resolved with the Superintendent of Schools, it may then be brought before the Board in the following manner:
 - a. The request, concern, or complaint will be submitted in writing to the Superintendent by the first Tuesday of the month, before the regularly scheduled Board meeting;

- b. Participants must identify whom they represent and may be asked to comment on their questions or problems;
- c. Personnel complaints against any School District employee will not be heard in open session.
- d. If approved for a presentation, the Board reserves the right to set time limitations for the presentation/speaker(s).

Individuals with complaints regarding library resources or textbooks will follow the complaint procedure set forth in the policy entitled Library and Resource Center Materials found in SECTION 600: EDUCATIONAL PROGRAMS.

#

POLICY REFERENCE:

Policy 222 Patron Complaint Resolution
Policy 411 Personnel Files

LEGAL REFERENCE:

Idaho Code Section 33-506(1)

ADOPTED: 08/12/03 (Implementation August 2003)

REVISED: 09/09/03

REVISED: 02/13/04

REVISED: 07/11/11

REVISED: 08/13/12