

PUBLIC COMPLAINTS ABOUT SCHOOL PERSONNEL

Honest communication promotes constructive criticism. Constructive criticism is welcome when it is motivated by a sincere desire to improve the quality of the educational program. With this understanding, it is District policy to resolve concerns and complaints informally at the closest point to where they are perceived to occur.

The Board places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful or negative criticism and complaints.

Complaints should follow the chain of command with every reasonable attempt to resolve problems in an informal manner.

When informal resolution is unsuccessful, then a signed complaint must be presented in writing to the immediate supervisor.

Whenever a parent/guardian, citizen, and/or school employee is concerned about an action of any school employee, concern may be registered in accordance with established procedures. No charges against any employee shall be investigated or acted upon by the Board, unless reduced to writing, signed by the complainant and presented to the Board through the District administrator.

PROCEDURES FOR HANDLING COMPLAINTS ABOUT SCHOOL PERSONNEL

1. Every reasonable attempt will be made to resolve complaints concerning school personnel in an informal manner at the level closest to the problem. Complaints requiring legal action such as harassment, discrimination and/or other abuses will be dealt with immediately and formally in accordance with Board policy on these matters.
 2. Complaints concerning school personnel shall be registered through the administrative staff before going to the Board. At the local school level, complaints should be directed to the staff member involved. If resolution cannot be reached between the parties involved then the chain of command should be followed: staff member, Principal, Superintendent, and School Board.
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3. Complaints of a general District nature should be made to the District administrative offices. They may be made to the Superintendent, or to a member of the District staff, depending on the nature of the complaint. If, after discussing the complaint at the District level, the person(s) making the complaint still do not have satisfaction, the complaint may be presented to the Board.

4. No person shall present orally or discuss at any open meeting of the School Board complaints against individual employees of the School District of Brodhead until after such charges or complaints have been presented to the Board, in writing, and signed by the person or persons making the charge or complaint. The Board shall then have a reasonable opportunity to investigate the same and call for discussion.

5. Verbal complaints against school personnel should be redirected through a direct communication process. The complainant must first communicate the complaint to the person involved unless immediate reporting is required by law. If the complainant is not satisfied with the result of that communication, then a formal written complaint may be presented to the immediate supervisor.

6. This process will continue in a formal manner until either resolution is reached or the complaint comes to the direct attention of the School Board. Board action on any complaint is the final resolution, unless other remedy, relief or appeal is provided under Dept. of Public Instruction rules or state or federal law.

LEGAL REF: WI. ST. 120.12 (1), (2)

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