

**204.10R1 Complaints Before the Board - Administrative Procedures**

When an action/investigation is desired by a complainant, or where it seems appropriate, the matter should be handled as near the sources as possible. To that end, when a citizen has a complaint against the district, he/she should use the following process in order to reach an acceptable resolution:

The first contact should be made to the district employee(s) directly involved in the situation.

If an acceptable resolution is not reached with the employee(s), the second contact should be to the employee's immediate supervisor or an administrator.

If an acceptable resolution is not reached at this level, contact should be made to the superintendent of schools.

If an acceptable resolution is still not reached, the citizen may appeal to the Board of Directors, following the appeal procedures outlined in board policy 204.12.