

District Concern Policy

The Filer School Board of Trustees recognizes that situations may arise during the day-to-day operations of the District which are of concern to parents/guardians or other community members. The following procedures are established to provide a recommended method for resolving patron concerns when District employees are involved. The procedures are for issues that do not involve legal or teacher code of ethics issues. Those issues will go straight to the superintendent.

Patron concerns shall be directed in this manner:

1. Questions or concerns affecting the general operation of the District shall be brought to the attention of the District's superintendent. This should first be done in person followed up by a written document detailing the question of concern utilizing the related District Concern Form.
 - A. Once the Superintendent has the written document detailing the question or concern, the superintendent shall set up a formal meeting with the patron to address the question or concern.
 - I. The Superintendent may choose to conduct an investigation or otherwise have a third party review the question or concern raised by the Patron.
 - II. The Superintendent, at his/her discretion may delegate a third party to meet with the patron who has raised the question or concern if the Superintendent believes such to be appropriate in the circumstance.
 - B. If the patron is not satisfied with the outcome of the meeting with the Superintendent /designee, the patron may request a meeting with the School Board to address the matter.
 - C. It is up to the discretion of the School Board as to if/when a meeting will be scheduled with the patron, who shall be present at such meeting or if they will direct some other manner in which to address the matter. Likewise it shall be at the discretion of the School Board as to whether or not they issue any subsequent documentation or finding after the School Board meeting.
2. Questions or concerns affecting the general operation of the individual school buildings shall be brought to the attention of that building's principal. This should first be done in person followed up by a written document detailing the question of concern affecting the general operations of an individual school, utilizing the related District Concern Form.
 - A. Once the Principal has the written document detailing the question or concern, the Principal shall set up a formal meeting with the patron to address the question or concern.
 - I. The Principal may choose to conduct an investigation or otherwise have a third party review the question or concern raised by the Patron.
 - II. The Principal, at his/her discretion may delegate a third party to meet with the patron who has raised the question or concern if the Principal believes such to be appropriate in the circumstance.

- B. If the patron is not satisfied with the outcome of the meeting with the Principal /designee, the patron may request a meeting with the Superintendent or designee of the Superintendent to address the matter. It shall be at the sole discretion of the Superintendent as to when such meeting is scheduled and who shall be in attendance at such meeting
 - I. The Superintendent may choose to conduct an investigation or otherwise have a third party review the question or concern raised by the Patron.
 - II. The Superintendent, at his/her discretion may delegate a third party to meet with the patron who has raised the question or concern if the Superintendent believes such to be appropriate in the circumstance.

- C. If the patron is not satisfied with the outcome of the meeting with the Superintendent /designee, the patron may request a meeting with the School Board to address the matter. It is up to the discretion of the School Board as to if/when a meeting will be scheduled with the patron, who shall be present at such meeting or if they will direct some other manner in which to address the matter. Likewise it shall be at the discretion of the School Board as to whether or not they issue any subsequent documentation or finding after the School Board meeting.

3. Parents/guardians with concerns between their student and a teacher or coach/extracurricular advisor shall initially attempt to resolve the difficulty by meeting with the teacher or coach/extracurricular advisor.

The meeting shall be one-on-one and as informal as possible.

The meetings shall be held in a timely fashion for resolution to occur during the current activity season or grading period.

Each concerned party shall allow at least three working days for the other party to respond.

If assistance is needed in setting up the meeting, the building's office staff will help with the arrangements.

If either side is uncomfortable about meeting one-on-one during the initial meeting, they may request the principal, athletic director or dean of students be present.

- A. If the initial meeting does not satisfy the parents/guardians, they may request a meeting with the building principal or the athletic director.
 - I. The request shall include a short written description of the original concern and what the parents/guardians consider to be a satisfactory resolution to the concern.
 - II. The teacher/coach/extracurricular advisor will write an explanation of the complaint/concern from their point of view. The principal, athletic director, or dean of students will receive a carbon copy of all concerns/complaints filed before the meeting.

- III. A written summary of previous action (including dates, signatures from all parties, and outcome from meeting) will occur throughout this process.
 - IV. All parties shall be in attendance at the meeting.
 - V. Employee confidentiality shall be honored throughout the process to the extent required by applicable statutes, regulations, or District Policy
- B. When the meeting with the principal or athletic director does not resolve the concern, the parent/ guardian may request a meeting with the District superintendent. The superintendent will request all parties to write their reflection from the previous meeting and turn into the district before the next meeting takes place. All parties shall be in attendance at the meeting.
- C. When the meeting with the superintendent does not resolve the concern, the parent/guardian may request a hearing before the School Board by submitting a request that includes copies of all previous action taken to the superintendent or the chairman of the Board. It is up to the discretion of the School Board as to if/when a meeting will be scheduled with the patron and who shall be present at such meeting
- I. All parties will be given reasonable notice of time and place of the hearing and shall be in attendance at the meeting.
 - II. A minimum of three working days shall pass unless all parties agree to an earlier time.
 - III. The Board may render a written decision within a reasonable time after the hearing.
 - IV. Employee confidentiality shall be honored throughout the process to the extent required by applicable statutes, regulations, or District Policy
- D. The principal or athletic director will follow-up on the concern in an administrative capacity to insure the situation is resolved and satisfactory to all parties. He/she will write a follow-up letter to be given to all parties involved within a reasonable period of time.

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The above policy shall be printed in all student handbooks as well as in the Board of Education Policy Manual.

The related District Concern Forms are required to be completed by the party raising the question or concern. Whether or not the school's administrative personnel and/or School Board choose to utilize the remainder of the form content or utilize some other method of documentation is in the discretion of the school's administrative personnel and/or School Board. Failure of the school's administration and /or School Board to utilize the remainder of any such form shall not be considered to be a policy or procedure violation and in no manner shall reflect an improper action by the school's administration or School Board to address a question or concern.

Edited 07/29/08, 8/13/19