

## COMPLAINTS FROM THE COMMUNITY

Members of the community should feel free to voice complaints to the Ombudsperson, Board or other District officials. However, complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, when appropriate, school personnel should be given the opportunity to consider issues raised and resolve problems before they are brought to the Board level.

The proper channeling of complaints regarding student instruction, learning materials or discipline is as follows:

1. School personnel;
2. School principal;
3. Regional Superintendent;
4. Ombudsperson;
5. District Chief Executive Officer/School Board.

If a complaint which is originally presented to the Board and subsequently referred through the proper channels is resolved before reaching the Board level again, a report of the resolution of the matter shall be made to the Board and placed in the Board's files.

The Ombudsperson shall record and monitor all complaints and shall report to the Board at least quarterly regarding:

1. the criteria and procedures for disposition of complaints;
2. the types and number of complaints received; and
3. any recurring or significant legal or policy issues presented by such complaints.

Detailed complaint procedures for all other matters, including transportation matters, shall be provided by the Chief Executive Officer or his/her designee.

[Adoption date: October 4, 2001]

## LEGAL REFERENCES

R.C. 3311.72; 3311.74