

### **District Concern Policy**

The Filer School Board of Trustees recognizes that situations 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 method for resolving patron concerns when District employees are involved. The procedures are for issues that do not involve legal or teacher code of ethic issues. Those issues will go straight to the superintendent.

Patron concerns shall be directed in this matter:

1. Questions or concerns affecting the **general operation of the District** shall be brought to the attention of the District's superintendent.
2. Questions or concerns affecting the **general operation of the individual school buildings** shall be brought to the attention of that building's principal.
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. 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 assistant principal/dean of students to be present.
  - a. If the initial meeting does not satisfy the parent/guardians, they may request a meeting with the building principal or the athletic director. 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. The teacher/coach/extracurricular advisor will also write an explanation of the complaint/concern from their point of view. The principal, athletic director, or assistant principal/dean of students will receive a photo copy of all concerns/complaints filed before the meeting. A written summary of previous action (including dates, signatures from all parties, and outcome from meeting) will occur throughout this process. All parties shall be in attendance at the meeting.
  - 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 Board by submitting a request that includes copies of all previous action taken to the superintendent or the chairman of the Board. All parties will be given reasonable notice of time and place of the hearing and shall be in attendance at the meeting. A minimum of three working days shall pass unless all parties agree to an earlier time. The Board will render a written decision within a reasonable time after the hearing.
- 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.

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

Edited 07/29/08

The following forms are attached:

**Patron/Community Member Form – Page 3** (To be completed after meeting with teacher or coach/extracurricular advisor and no solution is found.)

**Teacher or Coach/Extracurricular Advisor Form – Page 4** (To be completed after meeting with parent/patron and no solution is found.)

**Patron Reflection Form – Page 5-6** (To be completed after each meeting if no solution takes place. The form is then presented to the next level.)

**Teacher or Coach/ Extracurricular Advisor Reflection – Page 7-8** (To be completed after each meeting if no solution takes place. The form is then presented to the next level.)



District Concern Policy **Teacher or Coach/Extracurricular Advisor Form** (To be completed after meeting with parent/patron and no solution is found.)

Date \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Explanation of Concern \_\_\_\_\_

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I would like to suggest the following solution \_\_\_\_\_

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Signature \_\_\_\_\_

District Concern Policy ***Patron Reflection Form*** (To be completed after each meeting if no solution takes place. The form is then presented to the next level.)

Name \_\_\_\_\_ Date \_\_\_\_\_

Phone \_\_\_\_\_

Summary of Previous Action (include dates and outcome of meeting):

1. Teacher's/Coach's level:

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2. Athletic Director's level:

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3. Principal's level:

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4. Superintendent's level:

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Please summarize why you find decisions made at levels 1, 2, 3 or 4 unacceptable.

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Signature \_\_\_\_\_

District Concern Policy ***Teacher or Coach/ Extracurricular Advisor Reflection*** (To be completed after each meeting if no solution takes place. The form is then presented to the next level.)

Name \_\_\_\_\_ Date \_\_\_\_\_

Phone \_\_\_\_\_

Summary of Previous Action (include dates and outcome of meeting):

5. Teacher's/Coaches'/Extracurricular Advisor's level: \_\_\_\_\_

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6. Athletic Director's level: \_\_\_\_\_

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7. Principal's level: \_\_\_\_\_

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8. Superintendent's level: \_\_\_\_\_

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Please summarize why you find decisions made at levels 1, 2, 3 or 4 unacceptable.

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Signature \_\_\_\_\_