



Book	Policy Manual
Section	Section K: School-Community Relations
Title	Public Complaints
Code	KL
Status	Active
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### Public Complaints

Constructive criticism of the District is welcomed by the Board. Although no member of the community is denied the right to bring his/her complaints to the Board, he/she is referred to the proper administrative channels for solution before investigation or action by the Board. Exceptions may be made when the complaints concern Board actions or Board operations.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible. The staff should be given the opportunity to consider the issues and attempt to resolve the problems prior to involvement by the Board. The proper channeling of complaints involving instruction, discipline or learning materials is employee, principal, Superintendent and then the Board of Education.

If a complaint, which was presented to the Board and referred through the proper channels, is resolved before it comes back to the Board, a report of the disposition of the matter is made to the Board and then placed in the official files.

The Board expects the staff to receive complaints courteously and to make a proper reply to the complainant.

Matters referred to the Superintendent and/or Board must be in writing and are expected to be specific in terms of the action desired.

Legal [ORC 121.22](#)  
[ORC 149.43](#)

Cross  
 References [KLB - Public Complaints About the Curriculum or Instructional Materials](#)  
[KLD - Public Complaints About School Personnel](#)