

**DEXTER CONSOLIDATED SCHOOLS
FORMAL COMPLAINT/GRIEVANCE – PUBLIC/COMMUNITY/PARENTS**

Dexter Consolidated Schools values the feedback of parents, students, staff, and community members. In order to better address concerns and complaints/grievances, the following procedures will be used to report official complaints/grievances, document replies, and record resolutions.

Retaliation against anyone who reports a complaint/grievance is prohibited. No person(s) shall suffer retaliation, recrimination, discrimination, harassment, or be otherwise adversely affected because of the use of the grievance procedure. Appropriate action will be taken against students, staff, or administration who retaliate against anyone who submits a complaint/grievance to the district.

If a member of the public/community has a complaint/grievance, the following procedures are intended to assist in its resolution:

- If the matter relates to a student, and it is appropriate, talk with the student's teacher first. If the matter remains unresolved, talk with the school administrator.
- If resolution of a problem cannot be accomplished at the building level, either party may refer the matter to the Superintendent for review.
- When a complaint/grievance is made directly to the Board as a whole or to a Board member as an individual, it will be referred to the Superintendent for study and resolution, if possible. Depending on the nature of the complaint/grievance, the Superintendent may refer the issue to appropriate school administrator to address.

The school administration has developed a procedure for courteously receiving complaints/grievances, and will take steps to investigate and make proper replies to complainants. If resolution of a problem cannot be accomplished at the building level, either party may refer the matter to the Superintendent for review. The Board will consider hearing grievances when they have not been resolved by the administration. The Board will not consider or act on grievances that have not been explored at the appropriate administrative level.

The district asks that you complete the following complaint/grievance forms so that appropriate documentation can be kept on issues brought to the district's attention.