

## RESPONDING TO INQUIRIES AND COMPLAINTS FROM THE GENERAL PUBLIC

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FILE: KE-R1

### I. PROCEDURES

#### A. Informal Process

A complaint from a member of the public should be addressed at the lowest administrative level possible.

1. A member of the general public who has an inquiry, concern, or complaint which they are unable to resolve with the employee involved is encouraged to discuss the matter with the principal/supervisor.
2. Formal documentation is not required at this level; however, the principal/supervisor should make and retain a record of efforts made to resolve the complaint
3. A member of the public who is uncertain to whom an inquiry or complaint should be directed may call the Public Information Officer for assistance.

#### B. Formal Process- Review of Decision

1. When a concern or complaint is not resolved through the informal process, the principal/supervisor will take the following action.
  - a. The principal/supervisor will furnish the complainant with both ACPS Form KE-E1, *Public Formal Complaint Form*, and a copy of this regulation that explains the formal process to be followed
  - b. The principal/supervisor will advise the complainant to submit form KE-E1 in writing to the principal.
  - c. Upon receipt of the written complaint, the principal/supervisor will initial and date the form and open a file for documentation. The file will include all correspondence and other pertinent information relevant to addressing the concern.
  - d. Within five (5) work days of receipt of the written complaint, the principal/supervisor will make a reasonable attempt to contact the complainant and offer the opportunity to share additional information. Within ten (10) work days, the principal/supervisor should conduct a meeting with the complainant.
  - e. Within five (5) work days of the meeting, the principal will issue a written decision using Form KE-E2: *Resolution to Complaint*. The form, along with supporting documents, will be provided to the complainant.
  - f. If reasonable circumstances prevent the principal/supervisor from rendering a decision within five (5) work days, the principal/supervisor may extend the time for a decision up to an additional 10 work days and will inform the complainant of the extension.
2. If the complainant is not satisfied with the written decision of the principal/supervisors, the complainant may request further review according to the following procedures:

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- a. Contact the Public Information Officer (PIO)
  - 1) Within 15 calendar days after the date of the principal's/supervisor's written decision, the complainant may seek review by submitting a letter to the PIO explaining the basis for disagreeing with the decision.
  - 2) The PIO will immediately direct the complaint to the appropriate member of the Superintendent's Senior Staff.
  - 3) Within five (5) work days of receipt of the request to the PIO, the Senior Staff member may arrange a meeting to discuss the complaint and render a written decision within 15 work days.
  - 4) If reasonable circumstances prevent, the senior staff member from rendering a decision with fifteen (15) work days, the senior staff member may extend the time up to 10 additional work days and inform the complainant of the extension.
  
- b. Contact the Superintendent
  - 1) If the complainant is not satisfied with the decision of the Senior Staff member, he/she may appeal to the Superintendent. The appeal must be filed within 30 calendar days of the date in which the Senior Staff member rendered the decision.
  - 2) The Superintendent may schedule such meetings as he deems necessary or may conduct a paper review of the decision and notify the complainant of his decision.
  
- c. Contact the Board of Education
  - 1) If the complainant is not satisfied with the decision of the Superintendent, he/she may request an appeal to the Board of Education. The appeal must be in writing to the Board President and a copy delivered to the Superintendent. Any such appeal must be filed within 30 calendar days of the Superintendent's decision.
  - 2) Upon receipt of an appeal, the Board of Education will proceed in accordance with Policy BEE. The Board shall decide in each case whether to hear the merits of the case or refer the matter to a hearing examiner. Subject to applicable law, the Board shall also decide whether or not a full evidentiary hearing shall be held or whether the matter shall be decided by allowing each party to present exhibits and/or oral arguments.

<b>Board Reviewed</b> 02/18/14	<b>Superintendent Approved</b> 02/18/14
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