

RESPONDING TO INQUIRIES AND COMPLAINTS FROM THE GENERAL PUBLIC

FILE: KE

Purpose

To ensure that inquiries, differences, or problems received from the public are addressed as expeditiously and satisfactorily as possible.

Definitions

N/A

Policy Statement

The Board of Education is committed to being responsive to inquiries and complaints from the public and intends to provide a process with which to address differences or problems as expeditiously and satisfactorily as possible. The failure to correctly fill out a complaint form shall not interfere with the resolution or response to the complaint. Responses to inquiries and complaints from the public should come from the local school or from the lowest possible administrative level. The first attempt at resolving a concern should be an informal process among the affected parties. A complainant who is not satisfied by the results of the informal approach should have the opportunity to pursue the matter through a formal complaint process.

Legal Reference			
Policy History	Adopted	Reviewed	Revised June 14, 2011 Oct. 14, 2025, 1 st Reading Nov.11, 2025, 2 nd Reading