

RESPONDING TO INQUIRIES AND COMPLAINTS FROM THE GENERAL PUBLIC

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. Upon receipt of a 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.
 - c. The principal shall render a decision within ten (10) working days
2. If the complainant is not satisfied with the decision of the Superintendent's designee, he/she may request further review according to the following procedures:
 - a. Contact the Public Information Officer (PIO)
 - 1) Within fifteen (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 Superintendent or Superintendent's Designee.
 - 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 thirty (30) work days.

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c. Contact the Board of Education

- 1) If the complainant is not satisfied with the decision of the Superintendent's designee, 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 thirty (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.

II. DEADLINE EXTENSIONS

All deadlines contained herein may be extended upon mutual agreement of both complainant and the staff member involved.

Board Reviewed 12/13/22	Superintendent Approved 12/13/22
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