

## **10.2 - Citizen Suggestions and Complaints**

The Board recognizes the right of individuals and groups to present complaints concerning the curriculum, instructional materials, school services and school facilities. The Board acknowledges citizens' rights to request and receive explanations regarding their concerns.

### **Suggestions**

The Board believes that a continuing two-way dialogue between the schools and the public is necessary. It shall be the policy of the Board to give consideration to suggestions posed to the Board by citizens of the District. Citizens wishing to make suggestions should submit them in writing to the appropriate school administrator or the Superintendent or chairman of the Board.

### **Advisory Committees to the Board**

From time to time, the Board may appoint committees composed of citizens to advise the Board on specific matters. The Superintendent shall appoint District employees to serve on these committees as necessary. Such committees shall be ad hoc in nature and will serve at the pleasure of the Board.

In the event an advisory committee is appointed by the Board to advise it, the following principles shall prevail:

1. The Board shall appoint membership which is broadly representative of the community.
2. The duties, operational guidelines, and expectations of the committee shall be outlined at the time of formation of the committee.
3. The Board shall appoint the Chairperson and co-Chairperson.
4. Recommendations of the committee shall be based on appropriate research and facts.
5. All recommendations shall be submitted to the Board.
6. The committee shall be automatically dissolved when its final report has been made, or it can be terminated at any time by a majority vote of the Board.

Committees appointed by the Board shall comply with requirements of the Open Meetings Law.

### **Public Hearings**

The Board will arrange for public hearings when the consideration of important issues requires a public forum. These shall be for the dual purpose of informing the public about the issue(s) and for receiving information from the public about the issue(s). The Board shall give prior notice for public hearings.

### **Complaints**

The Board welcomes constructive criticism when such is motivated by a sincere desire to improve the effectiveness of the schools. The following standards shall be observed:

1. At a public board meeting no person may orally initiate charges or complaints against individual district employees.
2. When a complaint is brought to the attention of the school district, every effort shall be made to resolve it at the local school level.
3. If the complaint cannot be resolved at the local school level, the appropriate Assistant Superintendent/designee and then the Superintendent/designee shall confer with the complainant.
4. In the event no resolution can be made at the local school, with the Assistant Superintendent/designee or Superintendent/designee, it may be appealed to the Board, which may conduct a hearing.

The Superintendent/designee shall establish procedures to handle all complaints fairly and expeditiously.

## **Appeals**

Complaints appealed to the Board must be in writing and must contain a detailed description of the problem and the redress desired. The Board reserves the right to defer and redirect complaints that have not been explored to the appropriate administrative level.

## **References:**

KRS 61.800; KRS 61.805; KRS 61.810; KRS 61.815; KRS 61.820; KRS 61.823

KRS 61.826; KRS 61.835; KRS 61.840; KRS 61.846; KRS 61.848; KRS 61.850

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## **Related Policy:**

01.421

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