

GENERAL COMPLAINT PROCEDURES

It is the policy of Laramie County School District #2 to try and solve complaints at the lowest possible level. If there is a complaint, the first step is to arrange a visit with whom you have the disagreement. Most complaints can be solved at this point. However, if the complaint is not resolved, there are further steps to follow. These progressive steps are outlined below and will be helpful in resolving complaints. Administrators will ensure that the process has been followed as appropriate.

Complaint Process

1. If the complaint involves a staff member, contact the staff member during school – either before school, after school, or during planning time. (The school secretary can provide information on available planning time.) Set a meeting, if necessary.
2. If the complaint involves a student, contact the school counselor or building principal. They will investigate and try to resolve the issue.
3. If the issue is not resolved, contact the building principal. If needed, arrange a meeting with the principal. If appropriate, the staff member and the student will be invited. During the meeting, fill out a complaint form with all pertinent information.
4. If the issue is still unresolved, contact the superintendent. If needed, arrange a meeting with the superintendent. The superintendent will request the complaint form from the principal.
5. The superintendent will investigate all pertinent information, visit with those involved, and provide a written response to the complainant.
6. If the issue is regarding an administrative guideline, and the complainant or superintendent feels the administrative guideline needs to be reviewed, the complainant or superintendent may ask to have the Board review the policy at the next board meeting.

Nonretaliation

No retaliation or reprisal of any kind shall be taken against any person participating in the complaint process either as a complainant, a witness, or respondent, by reason of such participation. Confirmed acts of retaliation, threats or intimidation may result in disciplinary and/or legal action.

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