

SCHOOL BOARD ADMINISTRATIVE RULE
School District of Holmen
Holmen, WI 54636

FILE: 870
SECTION: 800
COMMUNITY

SUGGESTIONS, CONCERNS AND COMPLAINTS

Suggestions from stakeholders, students, faculty and staff are always appreciated, sought and will be treated with serious consideration. Knowledge of appropriate procedures and approved forms will be made known to all stakeholders, students, faculty and staff. On an annual basis, reprint of this administrative rule shall be printed in the parent/student handbooks, publicized in the District newsletter and posted in each school building. Employees are highly encouraged to resolve concerns and complaints at the level at which they occur. Employees are empowered to make decisions that would serve a stakeholder's needs when it is within their sphere of influence to do so. When employees resolve a concern or complaint for a stakeholder, they are requested to inform their supervisor or administrator. Employees should be congratulated and recognized by supervisors, administrators and the District for their efforts in meeting customer needs.

Suggestion, concerns and complaint data will be kept by administrators and supervisors throughout the year. Data will be submitted once yearly to the continuous improvement team. Data will be aggregated, analyzed and improvement opportunities identified and acted upon.

Stakeholders and Students:

Stakeholders and students are encouraged to make both informal and formal suggestions to faculty and staff on ways to improve organizational effectiveness in meeting their needs. Formal suggestions should be completed on a District or building form located in the school office, the classroom or the program or department area. Administrators and supervisors should make every effort to meet with the person who suggests the improvement and find ways to implement the improvement if it meets a need and is feasible to do. Administrators and supervisors should employ strategies to recognize the contribution of the stakeholders and students making appropriate and helpful suggestions.

Faculty and Staff:

Faculty and staff are encouraged to make both formal and informal suggestion on ways to improve organization performance through the same avenues as described above for stakeholders and students. Administrators and supervisors are encouraged to employ strategies, to recognize the contribution of the faculty and staff making appropriate and helpful suggestions.

The following procedures should be followed when students and parents (stakeholder) are given orientation to their school during the enrollment process:

1. Provide parent and student with a suggestion, concerns and complaint form. Also, inform them that additional suggestion, concerns and complaint forms are available on the district website or in the principals or supervisors office.
2. Inform the parent and student that we value their suggestions, concerns and complaints and invite them to use the forms as they see fit or to call the principal or supervisor for a conference.
3. If the parent or student desires a conference and opts not to complete a form, the principal or supervisor should complete the form with them during the conference.
4. Faculty and staff should have forms readily available to them so they can log suggestions, complaints and concerns of parents and students so they can discuss them with their supervisors or principals as they see fit.

5. Parents and students should be informed that they will not experience retaliation in any form should they decide to make a suggestion or lodge a concern or complaint. Assure parents and students that the school values their input in any of these formats.
6. Stakeholders other than parents should be given the same information yearly through posting of information in public notices, School Board communications and the District website.
7. Faculty and staff should be given this information by principals and supervisors during their orientation period.

Stakeholders and students are asked to use the following: (Note - Faculty and staff are asked to follow the same procedures as outlined for stakeholders and students as discussed below. Using the procedures described below in no way is meant to circumvent the right, or replace the process of employees to pursue collective bargaining agreement remedies to resolve complaints and concerns as specified in their respective contracts).

1. Informal suggestions, concerns or complaints should be presented to the employee who is in the best position to respond to the issue. If the issue is unresolved after this informal process, the formal (written) process can be utilized.
2. Formal suggestions should be submitted in written form using the Suggestions, Concerns and Complaints Form available in any school office. This written form should go to the supervising administrator or supervisor and he/she will send the written complaint/concern to the appropriate employee for a written response. At that time, the originator of the form will be notified that the process has been set in motion.
3. A written response by the District employee will be sent to the originator within two weeks.
4. The process to appeal any response:
 - a. Level I
The outlined concern should first be submitted to and discussed with the employee involved with the concern. If the person submitting the concern is not comfortable approaching the employee, the administrator or supervisor will help arrange and conduct a conference. A written response will be composed by the staff participant(s) in this first level conference and shared with the person(s) registering the concern.
 - b. Level II
An unresolved concern or complaint will be brought to the District Administrator for review and reconsideration. Documentation relative to the concern and prior attempts at resolution would be reviewed by the District Administrator together with the parties involved at the first level. A written response by the District Administrator will be issued.
 - c. Level III
An unresolved concern or complaint, having been processed through the earlier levels, will be scheduled for School Board review. Records of communication and attempts to resolve the issue will be shared with the Board prior to its deliberation or action being taken. Discussion of the issue may be held in either open or closed session as determined by the Board, consistent with Wisconsin Statutes.
5. A formally processed concern or complaint should be resolved within no more than two weeks at a building level, within two weeks more if carried to the District Administrator, and an additional two to four weeks if moved on to the School Board, unless mutually agreed upon in writing.
6. Upon final resolution of the matter, copies of both the complaint/concern and the response will be given to the person originating the complaint/concern, to the person receiving the complaint, and to the person/party the complaint pertains to. A copy of the written complaint/concern will be placed in the appropriate employee's file, in accordance to whatever contractual obligations the District has.

When stakeholders have concerns about particular instructional materials, these concerns should be presented to the building principal in accordance with established procedures found in Policy 361 “Instructional & Media Materials – Selection, Reconsideration & Objections”. If a citizen is not satisfied with the administrative decision regarding the instructional materials in questions, he/she may submit the concern to the Holmen Board of Education for consideration.

Cross Ref: Board Policy 361 Instructional & Media Materials – Selection, Reconsideration & Objections

Revised: May 15, 1995

Revised: January 17, 2005

Approved: January 24, 2005

Revised: January 9, 2013

Approved: January 28, 2013

Suggestions, Concerns and Complaints Form

Submitted by: _____ Date: _____

Address: _____ Phone: _____

I. Suggestions, Concerns, and/or Complaint

II. Specific facts leading to expression of Suggestion/Concern/Complaint:

III. Action or resolution, which is sought:

Signature of person submitting suggestion/concern/complaint

_____ Date _____

Received by: _____ Date _____