

## **PARENTAL AND PUBLIC COMPLAINTS**

**Constructive criticism of the schools is welcomed by the Irene-Wakonda School District when it is motivated by a sincere desire to improve the quality of the education program and to help the school personnel in performing their tasks more efficiently.**

**The Board places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful, or negative criticism and complaints.**

**If a parent has a complaint or grievance regarding an individual teacher the following procedure will be followed:**

**Parents bring the complaint or grievance to the teacher first.**

**If the problem cannot be taken care of at the teacher level, then the parents approach the respective principal, who in turn, may set up a meeting with parents, principal, and teacher.**

**If the problem cannot be resolved at the principal level, the complaint or grievance is taken to the superintendent.**

**If the problem is not resolved at the Superintendent level, the complaint is taken to the School Board for final solution.**

**\*If a parent fails to follow this procedure, by bypassing the teacher and coming to the principal first, the principal will direct the parent back to the teachers. This policy will be followed by all levels of the administration.**

**\*\*Contact via texting, email, social media sites and/or similar avenues will be considered informal and will not be considered as part of this official process. Only contact in person or by telephone will be considered as formal contact.**

**\*\*\*All meetings will occur at one of the school locations and within the normal operating hours of the school.**