

Standard Complaint Resolution Procedure

The complaint resolution procedure applies to all programs administered by the Missouri Department of Elementary and Secondary Education under federal guidelines.

A complaint is a formal allegation that a specific federal or state law or regulation has been violated, misapplied, or misinterpreted by school district personnel or by Department of Education personnel.

Any parent or guardian, surrogate parent, teacher, administrator, school board member, or other person directly involved with an activity, program, or project operated under the general supervision of the Department may file a complaint. Such a complaint must be in writing and signed; it will provide specific details of the situation, and indicate the law or regulation that is allegedly being violated, misapplied, or misinterpreted.

The written, signed complaint must be filed and the resolution pursued in accordance with local district policy. The Board recognizes that situations of concern to parents/guardians or the public may arise in the operation of the district. Such concerns are best resolved through communication with the appropriate staff members and officers of the school district, such as the faculty, the principals, the Superintendent or the Board.

The following steps are proper procedure to be followed by persons with questions or complaints regarding the operation of the school district.

- (1). Matters concerning individual students should first be addressed to the teacher.
- (2). Unsettled matters from (1) above, or problems and questions concerning individual teachers, should be directed to the principal of the school.
- (3). Unsettled matters from (2) above, or problems and questions concerning individual schools, should be directed to the Assistant Superintendent.
- (4). Unsettled matters from (3) above, or problems or questions concerning the school district, should be directed to the Superintendent.
- (5). If the matter cannot be settled satisfactorily by the Superintendent, it should be brought to the Board of Education. Questions and comments submitted to the Board secretary in letter form will be brought to the attention of the entire Board. If necessary, a Board hearing will be scheduled to resolve the complaint. The decision of the Board shall be final.

The Board considers it the obligation of the professional and support staff of the district to field the questions of parents/guardians or the public.

If the issue cannot be resolved at the local level, the complainant may file a complaint with the Missouri Department of Education. If there is no evidence that the parties have attempted in good faith to resolve the complaint at the local level, the Department may require the parties to do so and may provide technical assistance to facilitate such resolution.

Any persons directly affected by the actions of the Department may file a similarly written complaint if they believe state or federal laws or regulations have been violated, misapplied, or misinterpreted by the Department itself.

Anyone wishing more information about this procedure or how complaints are resolved may contact local district or Department personnel.