

The Board and District staff shall welcome constructive criticism of the District and of individual schools or personnel whenever the criticism is motivated by a sincere desire to improve the quality of the educational program or to equip the schools or individuals to do their tasks more effectively. Individual community members and community groups shall have the right to present complaints concerning District personnel or District operations, including the curriculum, instructional materials, school services, and school facilities.

The Board shall attempt to resolve complaints as close to their origin as possible and shall allow District professional staff every opportunity to consider the complaints and render decisions prior to involvement by the Board. The professional staff shall receive complaints courteously and shall reply courteously to the complainant. Whenever possible, complaints shall be documented and the principles of progressive discipline applied to complaint resolution.

Parent(s) having concerns with individual faculty or staff members are encouraged to resolve complaints as close to their origin as possible. A parent wanting the concern formally documented must present the complaint in a signed letter or email to the appropriate supervisor (See categories below). The supervisor shall share the letter or email with the employee as required by the Blue Valley National Education Association (BVNEA) negotiated agreement or administrative guidelines for classified employees.

Complaints in the following specific categories shall be channeled according to the sequence indicated:

Category A—Instruction, Student Discipline, or Learning and Library Media Resources

1. Teacher
2. Principal
3. Superintendent's Designee
4. Superintendent
5. Board

Category B—School Employee: Teacher or Administrator

1. School employee
2. Employee's immediate supervisor
3. Superintendent's Designee
4. Superintendent
5. Board

Category C—School Employee: Secretary, Custodian, or Food Service Worker

1. Employee's immediate supervisor
2. Superintendent's Designee
3. Superintendent
4. Board

Category D—Transportation

1. Bus driver
2. Bus transportation supervisor
3. Superintendent's Designee
4. Superintendent
5. Board

Category E—Operations and Policies

1. Superintendent
2. Board

Category F—Superintendent

1. Superintendent
2. Board, in writing

B.O.E. Adopted 11 Mar 1985  
B.O.E. Amended 10 Jul 2000  
B.O.E. Amended 11 Jun 2001  
B.O.E. Amended 09 Jan 2006

CROSS-REFERENCE: 4610 Challenges to and Reconsideration of Resources  
6260 Evaluation of Employees  
6370 Reprimands of Employees  
6820 Employment References