

### **Public Concerns and Complaints**

RSU 40 parents, students or other citizens with complaints or concerns regarding any aspect of RSU 40 or an employee thereof shall be encouraged to seek a resolution at the lowest possible level. The only exceptions are complaints that concern School Board actions or operations. Such complaints should be addressed to the Board Chair.

If the complaint cannot be resolved at the lowest level, the person initiating the complaint may appeal the decision to the next level (i.e., Principals, Director of Special Services, Director of Adult Education, Athletic Director, Director of Technology, Facilities Director, Food Service Director, Transportation Director).

If the complaint cannot be resolved at any lower level, it may be appealed to the Superintendent. If the complaint remains unresolved at the Superintendent's level, the person making the complaint may request that the matter be placed on the agenda of the next regular School Board meeting. The Superintendent/Board Chair will determine whether the complaint should be placed on the agenda.

At all levels of the complaint process, school employees are required to inform the person making the complaint of their right to appeal the decision to the next level.

This policy may not be utilized by employees for matters or grievances relating to any term or condition of their employment. Such matters will be addressed through established channels for grievances.

Cross Reference:     BEDB – Agenda Preparation and Dissemination  
                          KEB – Public Complaints About School Personnel

Adopted: February 17, 2022