

Parents are often discouraged when they attempt to communicate with school superintendents and school board members and are sent back to the building level administrators in order to resolve a problem their child may be experiencing in school. To prevent that frustration, parents can become informed about the 'chain of command', or where to begin the communication sequence regarding their problem or concern.

Many parent and community questions are easily and completely answered by communicating directly with the educator in charge of the class or program, the coach, or advisor. Each situation, no matter what its nature is, should first be addressed at whatever level the initial action was taken with appeals moving on to the next level on the chain of command. The easiest way to communicate is via e-mail, and a phone call is the next preferable way. Contact information such as e-mail addresses and phone numbers can be found on the district website.

Patrons from this district having concerns or complaints regarding any aspect of this school district and/or the services it provides to the school-age students may submit those concerns or complaints in writing following the procedure set forth below:

**1. On Matters Involving Instruction/Curriculum**

- a. Classroom Teacher
- b. Principal
- c. Superintendent
- d. Board of Education

**2. On Matters Involving Athletics**

- a. Coach
- b. Athletic Director
- c. Principal
- d. Superintendent
- e. Board of Education

**3. On Matters Involving Student Discipline**

- a. Classroom Teacher
- b. Principal
- c. Superintendent

d. Board of Education

4. On Matters Involving Facilities/Grounds/Buildings

- a. Principal
- b. Supervisor of Facilities (Maintenance)
- c. Superintendent
- d. Board of Education

5. On Matters Involving Transportation

- a. Bus Driver
- b. Transportation Director
- c. Superintendent
- d. Board of Education

If the problem is not resolved through the listed chain of command avenues, it may then be brought before the board in the following manner:

- a. The request, concern, or complaint will be submitted in writing to the board one week prior to the regularly scheduled board meeting;
- b. Participants shall identify whom they represent and shall be asked to comment on their questions or problems;
- c. Personnel complaints against any school district employee or student issues will not be heard in open session;
- d. The board reserves the right to set time limitations for presentations and speakers.



**LEGAL REFERENCE:**

Idaho Code Section 33-506(1)

**ADOPTED: August 28, 2002**

**AMENDED: August 28, 2019**