

4220P-Complaints Concerning Staff or Programs

Most complaints can be resolved by informal discussions between the citizen and the staff member.

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above. The timelines at each step below reflect the District's support for speedy resolution of complaints to the extent feasible and appropriate. These timelines may be extended if it is determined by the District for any reason that more time is needed to provide a full or fair response. Factors that may require an extension include but are not limited to the time of the year and availability of staff/students. Any need for extension of the timeline will be communicated to the complainant.

Step 1. The complainant will first attempt to resolve the matter by meeting with the involved staff member(s). If the problem cannot be resolved to the complainant's satisfaction at this meeting, or if no meeting is scheduled within five (5) school days of the request without a reason for extension being provided, the complainant may proceed to Step 2.

Step 2. The complainant may request to schedule a meeting with the staff member and the staff member's immediate supervisor(s). If the problem cannot be resolved to the complainant's satisfaction at this meeting, or if no meeting is scheduled within five (5) school days of the request without a reason for extension being provided, the complainant may request to proceed to Step 3.

Step 3. The complainant may file a signed written formal complaint using the district's formal complaint form and file the complaint with the building principal or the staff member's immediate supervisor. The complaint will be evaluated, and a written decision will be issued, within five school days after the complaint is received. If the timeline is not met without a timeline extension having been communicated to the complainant, or if the problem is not resolved to the complainant's satisfaction through the Step 3 response, the complainant may request to proceed to Step 4.

Step 4. The complainant may appeal the decision in Step 3 by submitting the signed written complaint to the superintendent/designee. The superintendent/designee will evaluate the appeal and render a decision to the complainant within five school days after it is received. If the complainant is not satisfied with the decision, the complainant may proceed to Step 5.

Step 5. The complainant may appeal the decision in Step 4 to the board of directors by notifying the superintendent's office. If the complaint is against a staff member, the complaint shall be handled in executive or closed session in the presence of the staff member. The board may exercise the option to review all the written material submitted by the complainant and

employee/district in executive session and attempt to render a decision based on the written materials that have been submitted in regards to the complaint.

The board shall attempt to make a final resolution of the matter. Any formal actions by the board must take place at an open meeting. If such action may adversely affect the contract status of the staff member, the board shall give written notice to the staff member of his/her rights to a hearing, and follow any other statutory or contractual procedures for pursuing personnel action.

The board will schedule the hearing within fifteen (15) days of receipt of the complaint and will render a decision within fifteen (15) days following the hearing.

Complaints concerning individual employees may be subject to additional due process procedures as set forth in state law, collective bargaining agreements, or board policy. The District may decline to accept such complaints unless accompanied by specific documentation.

Complaints that implicate other policies and procedures of the Board may be subject to different investigation or response procedures, in which case that more specific policy and procedure, and not this Procedure, will apply, unless otherwise agreed between the District and complainant. Examples of complaints triggering different procedures include but are not necessarily limited to complaints of sexual harassment under Policy and Procedure 3205/3205P or 5011/5011P, complaints of discrimination under Policy and Procedure 3210/3210P or 5010/5010P, complaints of Harassment, Intimidation and Bullying under Policy and Procedure 3205/3205P, appeals of a refusal to amend student records under Policy and Procedure 3231/3231P, and grievances or appeals involving student discipline under Policy and Procedure 3241/3241P.

Reference: Policy 5281 Disciplinary Action and Discharge; RCW 28A.405.300

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