

# **870-RULE – PROCEDURES FOR HANDLING COMPLAINTS ABOUT INSTRUCTIONAL PROGRAMS**

## **Informal Procedure**

Any person who has a complaint about a District instructional program should discuss the matter with the district employee who would be most able to respond with knowledge of the situation that gives rise to the complaint. For example, complaints regarding the Title I program should be discussed with the Title I teacher, complaints regarding the district's instructional technology program should be discussed with the technology coordinator, complaints regarding the student assistance program should be discussed with the student assistance program coordinator, etc. The district employee shall determine the substance of the complaint and the type of relief requested, investigate the complaint and resolve the matter as determined appropriate and necessary. This should be done in a timely manner.

If the resolution of the matter is not acceptable to the complainant, he/she may contact that district employee's supervisor/director for further action. This process should be followed up through the ranks to the Superintendent of the Wisconsin Rapids Public Schools.

Contact can also be made to Board members at any time by parents or citizens with concerns on instructional programs. These concerns should then be reported to the Superintendent for resolution. Follow-up on action to the complaint will be shared with the Board of Education.

If resolution of the matter is not acceptable to the complainant, he/she may initiate a formal complaint according to the procedures listed below.

## **Formal complaint procedures**

### **Step 1:**

A written statement of the complaint shall be prepared by the complainant, signed and presented to the District Superintendent or his/her designee. If the complainant is a minor, the complaint should also be signed by his/her parent or guardian. The written statement should clearly identify the particular complaint, the facts on which the complaint is based and a description of any relief sought. If the complaint relates to a possible violation of state and/or federal laws or regulations applicable to a particular instructional program (e.g., Title I), the statement should include a statement that the district has violated a legal requirement applicable to the instructional program and include sufficient information as to when, where, and the nature of the activity perceived to be in violation of the law and/or regulations.

The District Superintendent or his/her designee shall thoroughly investigate the complaint and reply in writing to the complainant within ten (10) school/business days.

### **Step 2:**

If the complainant wishes to appeal the decision of the District Superintendent or his/her designee, he/she may appeal through a signed, written statement to the School Board within five (5) school/business days of his/her receipt of the District Superintendent's response to Step 1. In an attempt to resolve the complaint, the Board shall meet with the concerned parties and their representatives at the next regular Board meeting or within fifteen (15) school/business days of the receipt of such an appeal. A copy of the Board's disposition of the appeal shall be sent by the Board Clerk to each concerned party within ten (1) school/business days of this meeting.

Step 3:

If the complainant is not satisfied with the Board's decision, the complainant may pursue alternate actions available under state or federal law. If, for example, the complainant alleges the District violated laws and/or regulations governing state-administered programs funded under the Improving America's School Act (E.g., Title I-funded programs), the complainant may file a written appeal to the Department of Public Instruction within 30 days of receipt of the Board's decision on the matter.

APPROVED:            June 17, 2002