

**POLICY TITLE: Patron Complaint**

**POLICY NO: 1012**

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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 residing in its boundaries may submit those concerns or complaints in writing following the procedure set forth below:

1. Matters concerning an individual school shall be discussed first with the principal of that school;
2. If the problem is not resolved at the school level, it may then be brought to the superintendent of schools;
3. If the problem is not resolved with the superintendent of schools, it may then be brought before the board in the following manner:
  - a. The request, concern or complaint shall be submitted in writing to the board at least five (5) days before 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 shall not be heard in open session;
  - d. The board reserves the right to set time limitations for presentations and speakers.

Individuals with complaints regarding library resources or textbooks shall follow the complaint procedure set forth in the policy entitled Library and Resource Center Materials found in SECTION 600: EDUCATIONAL PROGRAMS.

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**LEGAL REFERENCE:**

Idaho Code Section 33-506(1)

**ADOPTED: February 10, 1999**