

administrative guidelines

COMPLAINT RESOLUTION PROCEDURES

- I. Complaints under Policy 9130 (Public Complaints), Policy 5710 (Student Complaints), or Policy 3211 (Employee Complaints) shall be made and processed pursuant to the following complaint procedures. The timelines set forth below will be used unless all parties agree to an extension. If the complaint is subject to a more specific complaint procedure, that complaint procedure should be used instead.
- II. The complainant should first attempt to resolve the issue informally by making arrangements to meet with the building principal or supervisor.
- III. If the complainant is not satisfied with the principal or supervisor's response, the complainant may, within five (5) days, request a formal review of the matter by sending a written complaint to the principal or supervisor. The complaint should include, at a minimum: the specific nature of the concern and a brief description of the facts giving rise to it; a brief statement explaining why the complainant was not satisfied with the principal or supervisor's response; and a brief description of the requested remedy, including an explanation of why the requested remedy would resolve the issue.
- IV. Upon receiving the written complaint, the principal or supervisor will provide a detailed written report of the issue, including a timeline and a listing of the strategies used to attempt to resolve the issue with the complainant. The principal or supervisor will forward this written report to the Superintendent, along with the complainant's written complaint, within five (5) school days upon receiving the written complaint.
- V. Upon receiving the report and written complaint, the Superintendent, at his or her discretion, shall either provide a written response to the complaint or designate an appropriate administrator to review and respond to the complaint (e.g., concerns relating to the McKinney-Vento Homelessness Assistance Act may be directed to the District's McKinney-Vento Homelessness Liaison, concerns relating to instructional materials may be directed to the District's Director of Curriculum, etc.). The Superintendent or designee, at his or her discretion, may decide to meet with the complainant before providing a written response. The written response will be sent within thirty (30) school days of receiving the written complaint from the principal or supervisor.
- VI. If the complainant is not satisfied with the Superintendent or designee's response, the complainant may file a written request to meet with the Board. The request shall be filed with the Board's secretary within fourteen (14) calendar days of receiving the Superintendent or designee's response. The written request should include, at a minimum, a copy of the complaint and a brief statement explaining why the complainant was not satisfied with the Superintendent or designee's response.

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**BOARD OF EDUCATION
PORT WASHINGTON-SAUKVILLE PUBLIC SCHOOLS**

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- VII. Upon receiving the written request, the Board may, at its discretion, review the matter and/or meet with the complainant and other appropriate individuals. Within sixty (60) school days of receiving the request, the Board will send a written response to the complainant's request.

Cross reference:

Board Policy 3211 – Employee Complaints

Board Policy 5710 – Student Complaints

Board Policy 9130 – Public Complaints

Approved: 8/21/12

Revised: 7/14/15; 1/03/17; 7/11/17

The Port Washington-Saukville School District does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities and provides equal access to designated youth groups. The following person has been designated to handle inquiries regarding the non-discrimination policies: Director of Special Services, Port Washington-Saukville School District, 100 W. Monroe Street, Port Washington, WI 53074 - Duane.Woelfel@pwssd.k12.wi.us