

## **Complaint Procedure**

The following procedure will be used for all complaints:

1. A student, patron or employee with a complaint shall generally first present it orally and informally to the appropriate employee or program supervisor;
2. If the complaint is not resolved, the complainant may formally present the complaint in writing (including all supporting statements and evidence) within ten working days of the informal conference to the appropriate program supervisor or administrator. He/She shall evaluate the evidence and render a decision within ten working days after receiving the appeal;
3. If the complainant deems it desirable to carry the complaint beyond the decision reached by the program supervisor or administrator, he/she may, within ten working days, file the complaint with the superintendent or his/her designee. The superintendent or his/her designee shall evaluate the evidence and render a decision within ten working days after receiving the appeal;
4. If the complainant deems it desirable to carry the complaint beyond the decision reached by the superintendent or his/her designee, he/she may within ten working days request a review by the Board at its next regularly scheduled meeting. A final determination shall be made within 25 working days from receipt of the appeal by the Board;
5. Persons may, after exhausting local complaint procedures, appeal in writing to the Superintendent of Public Instruction.

### **Time**

The number of days given at each level shall be regarded as a guideline and every effort will be made to expedite the process. The time limits stated may be extended by mutual agreement of the complainant and the administration, however a complainant's failure to meet a timeline may be deemed, in the discretion of the ESD, a withdrawal of the complaint. In any event, a final determination will be made by the Board within 90 calendar days after the complaint has been made in writing.

### **Withdrawal**

A complaint may be withdrawn by the complainant at any level without prejudice, reprisal or record.

### **Meetings and Decisions**

All decisions at each level shall be in writing and include supporting rationale with the exception of the initial informal contact. Copies of all decisions and recommendations shall be furnished promptly to all parties of interest.