

SCHOOL DISTRICT OF NEW LONDON

ADMINISTRATIVE GUIDELINE 870 - PUBLIC COMPLAINTS

- A. Matters regarding a professional staff member.
 - 1. First Level.
 - a. If it is a matter specifically directed toward a professional staff member, the matter must be addressed, initially, to the concerned staff member who shall discuss it promptly with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority and District administrative guidelines.
 - b. This level does not apply if the matter involves suspected child abuse, substance abuse, or any other serious allegation which may require investigation or inquiry by school officials prior to approaching the professional staff member.
 - c. As appropriate, the staff member shall report the matter and whatever action may have been taken to the principal.
 - 2. Second Level.
 - a. If the matter cannot be satisfactorily resolved at the First Level, it shall be discussed by the complainant with the staff member's supervisor/principal and in compliance with provisions of a collective bargaining agreement, if applicable.
 - 3. Third Level.
 - a. If a satisfactory solution is not achieved by discussion with the supervisor/principal, a request for a conference shall be submitted to the District Administrator by completing the "Formal Written Complaint" form (Exhibit 1). This request should include:
 - (1) The specific nature of the complaint and a brief statement of the facts giving rise to it;
 - (2) The respect in which it is alleged that the complainant (or child of the complainant) has been affected adversely;
 - (3) The action which the complainant wishes taken and the reasons why it is felt that such action be taken.

- b. Should the matter be resolved in conference with the District Administrator, the Board shall be advised of the resolution at the discretion of the District Administrator.
- 4. Fourth level.
 - a. Should the matter still not be resolved, or if it is one beyond the District Administrators' authority and requires a Board decision or action, the complainant shall request, in writing, a hearing by the Board.
 - b. The Board, after reviewing all material relating to the case, shall provide the complainant with its written decision or grant a hearing before the Board.
 - c. The complainant shall be advised, in writing, of the Board's decision no more than thirty (30) business days following the next regular meeting. The Board's decision will be final on the matter, and it will not provide a hearing to other complainants on the same issue.
 - d. If the complainant contacts an individual Board member to discuss the matter, the Board member shall inform the complainant that he/she has no authority to act in his/her individual capacity and that the complainant must follow the procedure described in this policy.
- B. Matters regarding an administrative staff member.
 - 1. Since administrators are considered members of the District's professional staff, the general procedure specified in Section A, Matters Regarding a Professional Staff Member, shall be followed.
- C. Matters regarding the District Administrator.
 - 1. Should the matter be a concern regarding the District Administrator which cannot be resolved through discussion with the District Administrator, the complainant may submit a written request for a conference to the Board. This request should include:
 - a. The specific nature of the complaint and a brief statement of the facts giving rise to it;
 - b. The respect in which it is alleged that the complainant (or child of the complainant) has been affected adversely;
 - c. The reason that matter was not able to be resolved with the District Administrator;
 - d. The action which the complainant wishes taken and the reasons why it is felt that such action should be taken.

2. The Board, after reviewing the request, may grant a hearing before the Board or a committee of the Board or refer the matter to an executive session consistent with state law.
 3. The complainant shall be advised, in writing, of the Board's decision within thirty (30) business days. The Board's decision will be final and not subject to appeal.
- D. Matters regarding a support staff member.
1. In the case of a support staff member, the same procedure is to be followed as for Section A, Matters Regarding a Professional Staff Member.
- E. Matters regarding district services or operations.
1. If the request, suggestion, or complaint relates to a matter of District procedure or operation, it should be addressed, initially, to the District Administrator, and then brought, in turn, to higher levels of authority in the manner prescribed in Section A, Matters Regarding a Professional Staff Member.
- F. Matters regarding the educational program.
1. If the request, suggestion, or complaint relates to a matter of District program, it should be addressed, initially, to the principal and then brought, in turn, to higher levels of authority in the manner prescribed in Section A, Matters Regarding a Professional Staff Member.
- G. Records of all complaints shall be kept for the purpose of documenting compliance and past practices. The records shall include information on all levels of the complaint and any appeals. The records should include:
1. The name of the complainant and his/her status.
 2. The date the complaint was filed.
 3. The specific allegation made and any corrective action requested by the complainant.
 4. The name(s) of the respondents.
 5. The levels of processing followed, and the resolution, date, and decision-making authority at each level.
 6. A summary of facts and evidence presented by each party involved.
 7. A statement of the final resolution and the nature and date(s) of any corrective or remedial action taken.

ADOPTION DATE: March 11, 2002

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CROSS-REFERENCE: Policy 870 Public Complaints
Exhibit 1, Formal Written Complaint
Employee Agreements

LEGAL REFERENCE: Section 19.85 Wisconsin Statutes