



Book	Policies & Procedures
Section	3000: School-Community Relations
Title	COMPLAINT POLICY
Number	3010
Status	Active
Adopted	October 10, 1983
Last Revised	November 8, 2010

The Board of Education recognizes that situations of concern to parents/guardians or the general public may arise in the operation of the school district. The purpose of this policy is to secure at the lowest possible level a resolution for concerns. Such concerns are best resolved through communication with the appropriate staff members and officers of the district, such as the faculty, the principals, the directors, assistant superintendents and the superintendent. Concerns and questions concerning individual schools should be directed to the principal of the school. Concerns and questions concerning the school district as a whole should be directed to the superintendent's office.

Procedures to be followed toward resolution of issues are explained below. The time limits specified may be extended or limited by the mutual consent of the parties involved. Persons wishing to file a formal complaint will be given a copy of this policy by the principal or designated administrator.

Step One:

Whenever feasible, a complaint will first be discussed by the complainant and the person or persons against whom the complaint is registered with the objective of resolving the matter informally. If the complainant does not feel comfortable addressing a complaint with the person or persons against whom the complaint is registered or if the complaint is not satisfactorily resolved at Step One, the complainant may proceed to Step Two.

Step Two:

The complainant will request an informal meeting with the building principal/appropriate supervisor. If the issue is not resolved informally, the complainant may formalize the complaint by submitting MPS Form 3010 to the building principal/appropriate supervisor. Within two to three (2-3) working days of receipt of the formal written complaint, the building principal/appropriate supervisor will provide a written response to the complainant stating reasons for the decision rendered. A copy of the complaint, along with the written response, will also be sent to the superintendent's designee. If the complaint is not satisfactorily resolved at Step Two, the complainant may proceed to Step Three.

Step Three:

In the event the matter is not yet resolved, the complainant may file a written appeal to the superintendent or his/her designee within five (5) working days of the decision rendered in Step Two. The written appeal to the superintendent or his/her designee will include the reasons for the complaint and the relief desired. The superintendent or his/her designee will then meet with the complainant and the building principal/appropriate supervisor as soon as possible after receipt of the written appeal. Within five (5) working days of this meeting, the superintendent or his/her designee will communicate a decision, with supporting reasons, in writing to the building principal/appropriate supervisor and the complainant.

Step Four:

Within ten (10) working days of receiving the decision of the Superintendent or his/her designee, the complainant may appeal to the Board of Education. This appeal, directed to the Clerk of the Board, must be in writing and must be accompanied by a copy of the decision rendered at Step Three.

The Board will consider the matter at the next regularly scheduled meeting of the Board of Education, provided the appeal is received by the Clerk of the Board in time to place it on the agenda. This meeting will be held in either open session or executive session in accordance with the provisions contained in the Open Meeting Act of the State of

Oklahoma and the Family Education Rights and Privacy Act (FERP A). Within five (5) working days after the Board meeting, the Superintendent will communicate the Board's decision in writing, with supporting reasons, to all parties involved. The health or safety of a student may be reason to shorten the procedure.

The Board should not act on complaints that have not been explored at the appropriate administrative level.