

It is the policy of the Cassia County School District Board of Trustees to address and support the resolution of complaints between the parties involved. Where possible, a program of lowest level of resolution should be practiced.

Patrons from Cassia County Joint School District, having complaints regarding any aspect of this school district and/or the services it provides to the school-age students attending any Cassia School, may submit those complaints following the procedure set forth below:

In order to properly document formal complaints and the resolution of complaints, patrons are required to use Policy 1012F1, Patron Complaint Form.

Informal complaints may be addressed and managed without Policy 1012F1. Although informative, anonymous communications are impractical and make investigating a complaint nearly impossible.

All matters concerning/pertaining to:

- an individual classroom should be first addressed with the individual teacher. When unsuccessful, the matter will be discussed with the building principal;
- individual schools and programs will be addressed with the principal of that school.
- athletic team player selection, playing time, practice, uniforms, and management of student athletes will be first discussed with the coach of that team. The “24 hour rule” must be observed as indicated in the chart below.
- a coach of an athletic team will first be discussed with the athletic director of that school. If unresolved the complaint will be addressed with the school principal.
- transportation services will be first discussed with the transportation supervisor.
- facility management and district operations will first be discussed with the direct supervisor/manager responsible for that department.
- special education complaints will first be addressed with the principal of that school. If unresolved, the matter will be discussed with the Director of Special Services.
- federal program complaints will first be addressed with the principal of that school. If unresolved, the matter will be discussed with the Federal Program Coordinator.
- child nutrition complaints will be discussed with the Food Services Supervisor.

1. The table below lists the procedures to be followed:

The following Chart is provided to assist in personnel, student, and athletic complaints.

Type of Complaint	Patron Responsibility	Administrator/Supervisor Responsibility	Staff Member Responsibility
Personnel	Clearly articulate the complaint and any pertinent information with the building principal/supervisor, using a written document/Policy 1012F1 explaining all aspects of the complaint is preferable. The patron can expect to initially hear from the building principal/supervisor within five work days. Please Note: the specifics of personnel matters will not be made public as per Idaho Code. All complaints associated with an employee require due process.	Document using Policy 1012F1, *a conference log entry in PowerSchool and acknowledge receipt of the complaint within five work days, investigate as needed, arrange meetings with personnel, and communicate findings and/or decisions to the patron as appropriate.	Immediately address inappropriate behaviors and report/log* incidences of inappropriate behavior. Cooperate with any investigation and participate in policy or procedural changes as appropriate that will reduce or eliminate the possibility of recurrence.
Student	Clearly articulate the complaint and any pertinent information using a written document/Policy 1012F1 with the building principal. A written document explaining all aspects of the complaint is preferable. The patron can expect to initially hear from the building principal within five work days. Please Note: the specifics of student matters may not be made public as per Idaho Code.	Document* a conference log entry in PowerSchool and acknowledge receipt of the complaint within five work days, investigate as needed, arrange meetings with personnel, and communicate findings and/or decisions to the patron as appropriate.	Immediately address inappropriate behaviors and report/log* incidences of inappropriate behavior. Cooperate with any investigation and participate in policy or procedural changes as appropriate that will reduce or eliminate the possibility of recurrence.
Athletics	Wait a minimum of 24 hours after the athletic event to contact the coach. If the complaint is not resolved with the coach, the patron is encouraged to contact the athletic director. The patron can expect to initially hear from the athletic director-within five work days. If the complaint is not resolved with the athletic director, the patron is encouraged to contact the principal.	Document* a conference log entry in PowerSchool and acknowledge receipt of the complaint within five work days, investigate as needed, arrange meetings with personnel, and communicate findings and/or decisions to the patron as appropriate.	Immediately address inappropriate behaviors and report/log* incidences of inappropriate behavior. Cooperate with any investigation and participate in policy or procedural changes as appropriate that will reduce or eliminate the possibility of recurrence.

APPEALS

If the patron believes that the matter was not resolved at the school level, it may then be brought in writing to the superintendent. Policy 1012F1 is required for documentation purposes.

If the problem is not resolved with the superintendent of schools, it may then be brought before the Board of Trustees in the following manner:

- a. The request, concern or complaint will be submitted in writing to the board at least five (5) days before the regularly scheduled board meeting;
- b. Participants must identify whom they represent and may be asked to comment on their questions or problems;
- c. Personnel complaints against any school district employee will 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 will follow the complaint procedure set forth in the policy entitled Library and Resource Center Materials found in SECTION 600: EDUCATIONAL PROGRAMS.



LEGAL REFERENCE:

Idaho Code Section 33-506(1)

ADOPTED: May 8, 2000

AMENDED: April 20, 2016

AMENDED: August 15, 2019