Knappa School District #4

Code: KC-AR

Revised/Reviewed: 6/22/2022

In accordance with School Board Policy KC all stakeholders should:

* Keep the best interests of students first;
* Acknowledge that most people are acting with the best of intentions and we should assume goodwill at the outset of an interaction.
* Listen for understanding to other persons’ perspectives before forming a judgement;
* Go to the source of a concern or to someone in a position to address the concern;
* Value the voices of those responsible for the educational programs and enhance the partnership with the families whose children attend our schools;
* Be honest, patient and genuine;
* Suspend judgement until all points of view are heard, and all information is gathered; and
* Maintain composure and tone of voice when communicating problems and concerns

Social media is *discouraged* as a resource for solving complaints

People should avail themselves of the District’s complaint process (see the flowchart which is included in this letter)

The Superintendent shall facilitate an annual review and reaffirmation each stakeholder group’s commitments and expectations to promote civility and mutual respect annually.

The Superintendent shall communicate and publish the flow-chart (below) on the website to be used by parents and community members for the purpose of resolving complaints and disputes in a timely manner.

If civility is lacking in an interaction between parties, the superintendent and employees will respectfully guide parties to the policy and the commitments and expectations of the parties.



**Definitions**

“Uncivil Conduct” is defined as behavior in a discourteous or disrespectful manner when communicating or interacting with others whether it occurs in person or on social media.

“Uncivil Conduct” does not include the expression of controversial or differing viewpoint that may be offensive to some people.