

**POLICY TITLE: Patron Complaint**

**POLICY NO: 1012**

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Parents/guardians of children enrolled in the district and patrons residing in this district having concerns or complaints regarding any aspect of the district and/or the services it provides to the school-age students residing in its boundaries may submit those concerns or complaints in writing following the procedure set forth below:

1. Matters concerning an individual school shall be discussed first with the principal of that school;
2. If the parent/guardian or patron believes that the matter was not resolved at the school level, it may then be brought to the superintendent of schools;
3. If the problem is not resolved with the superintendent of schools, it may then be brought before the board in the following manner:
  - a. The request, concern or complaint shall be submitted in writing to the board at least five (5) days before the regularly scheduled board meeting;
  - b. Participants shall identify whom they represent and shall be asked to comment on their questions or problems;
  - c. Personnel complaints against any school district employee shall 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 shall follow the complaint procedure set forth in Policy 652 Library and Resource Center Materials

Individuals with civil rights/discrimination complaints should follow the procedures set forth in Policy 292P1 – Americans with Disabilities Complaint Procedure or 294P1 – Civil Rights Grievance Procedure, as applicable. Individuals with complaints arising under Title IX should follow the district’s Title IX Grievance Procedures, set forth in Policy 296P1 – Title IX Grievance Procedure.

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**LEGAL REFERENCE:**

Idaho Code Sections

33-506(1) – Organization of Board of Trustees

33-6001 – Parental Rights

**ADOPTED:** February 10, 1999

**AMENDED:** June 20, 2023