

Complaints Concerning Staff or Programs

Most complaints can best be resolved by informal discussions between the citizen and the appropriate staff members. With this in mind, the following procedure will be used to address citizen complaints regarding staff or programs:

- A. The citizen with the concern should discuss the matter and attempt to find a mutually satisfactory solution with the staff member and building or department administrator.
- B. If the problem is not satisfactorily resolved at the building/department level, the citizen needs to file with the Superintendent (or designee) a formal written complaint. The appropriate form can be obtained from the Superintendent. The Superintendent (or designee) will send copies of the completed form to the administrator and staff member. The staff member and/or administrator will respond in writing to the Superintendent (or designee).

The Superintendent (or designee) will determine the most appropriate means of investigating and attempting to resolve the complaint. If deemed appropriate, the Superintendent (or designee) may hold a conference with the employee and/or his/her representative, the citizen filing the charge and/or his/her representative, and the school district attorney if deemed appropriate. Following the investigation and/or conference, the Superintendent (or designee) will communicate, in writing, his/her decision regarding resolution of the complaint. The investigation, meeting (if held), and written response will be completed within 20 working days of receipt of the written complaint.

- C. If the problem is not satisfactorily resolved at the Superintendent (or designee) level, the citizen needs to submit a written request for consideration of the matter by the Board of Directors. The Board will determine the most appropriate means of investigating and make a final determination in the matter. The Board may choose to hear the complaint through either of the following procedures:
 - 1. Study the written record and/or other pertinent material and render its decision; or
 - 2. Hold a meeting to hear further arguments in addition to the record and render its decision.

Following the completion of the Board's review of the complaint, the Board President will communicate in writing the Board's resolution of the complaint. This investigation, hearing (if held), and written response will be completed within 15 working days of receipt of the appeal to the Board.

- D. The District has the duty under Title VI of the Civil Rights Act of 1964 that students will not be subjected to a hostile environment on the basis of race, creed, color, religion, national origin, sex, sexual orientation, marital status, or presence of any physical, sensory or mental disability. Racial discrimination and racial harassment are prohibited under Title VI.
1. Complaints under this area are to be referred to the Superintendent, Riverview School District, PO Box 519, Duvall, WA 98019. The telephone number is (425) 844-4500.
 2. The complaint process would follow the same steps A-C identified above. However, to initiate the process at Step A, the complaint would be taken directly to the Superintendent.

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