

## **Parent Complaints Against District Employees**

The following guidelines and procedures are intended to protect the rights of all individuals and to assist parents and district employees to resolve concerns. These guidelines are based on the belief that satisfactory resolution of problems most often occurs when those parties directly involved have the opportunity to discuss their concerns with each other and work together to resolve the issues.

The procedure outlined below should be followed for any parental complaint against an Issaquah School District employee, except complaints arising out of student discipline (WAC 180-40) or handicapped education (WAC 392-171).

- Step 1: First the parent shall be required to attempt to resolve the problem with the individual employee.
- Step 2: If the employee and the parent have not resolved the complaint at Step 1, either party may request the principal or immediate supervisor to assist with resolution.
- Step 3: If the problem is not resolved to the parent's satisfaction, the parent must then put the complaint in writing on the Parent Complaint Form and present it to the building principal or supervisor. The building principal or supervisor must give the employee named in the complaint a copy of the complaint within one (1) working day\* of the receipt of the form.

Within five (5) working days\* after the filing the complaint, the principal or supervisor must discuss the complaint with the employee, who may have an association/union representative present. The employee shall have ten (10) working days\* after the filing of the complaint to file a written response with the building principal or supervisor. Following the principal's or supervisor's investigation of the complaint, his/her response shall be sent by certified mail to the parent not more than fifteen (15) working days\* after the filing of the complaint. A copy of the administrator's response shall be given to the employee no later than that date.

- Step 4: If resolution is not attained at Step 3, the association/union shall have the option to formally represent the employee involved.

If the parent is not satisfied with the response of the principal or supervisor, the parent may appeal to the superintendent in writing within ten (10) working days\* of receipt of the Step 3 response. Copies of the appeal request shall be sent to the employee, the principal or supervisor, the Board of Directors and the association/union within one (1) working day\* of its receipt by the superintendent.

Upon receipt of the appeal, the superintendent shall investigate and forward a response by certified mail to the parent within ten (10) working days.\* At the same time copies of the response shall be given to the employee, the principal or supervisor, the Board of Directors and the association/union.

Step 5: If the parent is not satisfied with the response of the superintendent, the parent may submit a written appeal to the Board of Directors within ten (10) working days\* of receiving the superintendent's decision.

Following its review, the Board of Directors shall forward a written response by certified mail to the parent within five (5) working\* days following its next regular meeting. At the same time, copies of the response shall be given to the employee, the principal or supervisor and the association/union.

All of the timelines contained herein can be adjusted by the District if the nature of the complaint or time of filing indicates that more time is needed for complete investigation and processing of the complaint.

\* For purposes of these guidelines and procedures, the term "working day" shall mean any day during the regular school year on which children are scheduled to attend school, or any day during the summer break on which the school district's central office is open for business.

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