

GRIEVANCE AND COMPLAINTS FROM THE PUBLIC

Grievances and complaints which arise from parent/guardians or patrons of the district should be initiated in the following manner:

1. All grievances concerning discrimination shall be filed with the South Platte School Superintendent, 610 Plum Street, Big Springs, NE 69127 or (308) 889-3622.
2. All other grievances.
 - a). The complainant must identify the organization, group, or person(s).
 - b). The staff member shall be contacted to communicate the nature of the complaint.
 - c). The complaint should be as detailed and specific as is practical.
 - d). The complainant shall request a meeting with the involved staff members for clarification, discussion and resolution. The meeting will be held at the school at a time that is mutually convenient to all parties.
 - e). If prior steps have been unsuccessful either party may involve the appropriate administrator for discussion and resolution by requesting a meeting with all involved parties or separate meetings that will involve all parties.
 - f). Should the matter concerned not be resolved to the satisfaction of all parties, they may appeal in writing to the Superintendent of Schools within thirty days.
 - g). If the initiating party is not satisfied with the response of the Superintendent, said party may address a written appeal to the Board of Education through the Secretary of the Board.

Anonymous communication shall not be considered by the Board of Education.

It shall be understood by all parties involved in the complaint procedure that no reprisals of any kind, applied or intended, shall be brought against the person or persons involved in the resolution of the grievance.

Policy adopted:

7-13-15