REGULATION

Rochester Community Schools Rochester, Michigan 48307

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PUBLIC COMPLAINTS

Consistent with Board Policy 9130, complaints shall be handled and resolved, whenever possible, as close to their origin as possible. Members of the community shall not be denied the right to petition the Board to redress a complaint. The individual shall be referred through the proper administrative channel for solution before investigation or action by the Board. Exceptions to this regulation are complaints that concern Board actions.

Proper Channels for Complaint

Step One - Contact the employee

If unresolved:

<u>Step Two - Contact the employee's direct supervisor</u> (principal, manager, supervisor or coordinator)

If unresolved:

Step Three - Contact the appropriate departmental administrator

- A. Curriculum & Instruction Contact if concerns are related to classroom instruction, report cards, special education, district curriculum, technology, athletics, school age care, pre-school or after school enrichments.
 - Director of Curriculum Pre-K through 12
 - Director of Assessment, Grants & Compliance
 - Director of Educational Technology & Information Systems
 - Director of Special Education
- B. Business/Operations Contact if concerns are associated with operations, finance, food service, student enrollment and transportation.
 - Director of Facility Operations
 - Director of Budget & Finance

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C. Human Resources

• Executive Director of Human Resources (if unresolved at this level, contact the Superintendent.

If unresolved:

Step Four - Contact the appropriate Assistant Superintendent

- Assistant Superintendent Curriculum & Instruction
- Assistant Superintendent Business Affairs

If unresolved:

Step Five - Contact the Superintendent

if unresolved:

Step Six - Contact the Board of Education

- Board President
- Board of Education

Should the complaint involve an employee, and resolution has not been reached, the complaint will be reviewed by the Board President. If it is decided that the complaint needs to be discussed by the Board of Education, the person affected will be notified in advance in accordance with Sec. 8 of the Open Meetings Act to determine whether the hearing shall be in an open or closed meeting of the Board. Reasonable time lines will be exercised throughout the process.

Approved: April 22, 1985 Revised: May 10, 1985 Revised: October 12, 2010