

**Oneida Nation School System
School Board Policies & Procedures
Board Policy**

GENERAL PUBLIC COMPLAINTS/CONCERNS

The School Board recognizes parents and other community members may have concerns and complaints from time to time that they want to communicate to school employees and school officials.

Except as otherwise provided in Board policy or administrative rules, public concerns or complaints shall first be presented to the person most closely associated with the complaint or concern as follows:

- Concerns or complaints about school personnel shall be directed to the person involved. If not resolved, it would go to the immediate supervisor. If not resolved at that level, they should be referred to his/her immediate supervisor.
- Concerns or complaints about school facilities and services shall be directed first to the building principal. If not resolved at that level, they should be referred to the Superintendent and finally the Board.
- Concerns or complaints about ONSS operations, school-wide programs and services shall be directed to the appropriate person responsible, next it would go to the immediate supervisor. If not resolved at that level, then they shall be referred to the Superintendent, and finally the Board.
- Concerns or complaints about written Board policies shall be submitted to the Superintendent in writing. It is recommended that suggestions for policy modifications be included. The Board shall consider the suggestions for policy revision in accordance with Board's policy adoption and review.

Any Board member who receives a concern or complaint from staff member, parent or community member regarding any Oneida Nation School System matter should refer it to the Superintendent for review and resolution. Individual Board members will not personally investigate a complaint. The Superintendent shall keep the Board apprised of the investigation and progress addressing the staff, parent and/or community member complaint. If further action needs to be taken on the matter, the concern or complaint shall be reviewed and discussed by the Board as a whole in a properly called Board meeting.

In accordance with this policy, all public concerns and complaints communicated shall be dealt with in an orderly, professional, and timely manner. Acknowledging that the time needed to address specific concerns and complaints varies, administration shall communicate to the staff

member, parents and/or community member at a timeline for a response. Administration shall keep the staff member, parent and/or community member apprised of the progress being made in the event that the timeline originally shared cannot be met.

APPROVED: **08-01-23**

REVISED:

ONEIDA NATION SCHOOL SYSTEM FORMAL COMPLAINT FORM



In accordance with Oneida Nation School Board approved Student Handbook Policy, a parent or legal guardian of a minor student or an adult student who disputes a disciplinary determination or action of the school administration, may appeal such determination or action in writing and submit the complaint to the supervisor of the administrator that determined the discipline. Other complaints by a parent or legal guardian may also be brought forth by following this procedure. The complaint must be made in writing, signed by the complainant and submitted within 5 consecutive school days of the incident.

Name of person submitting complaint: _____

Complaint is made on behalf of: _____

Name of staff person complaint is about (if applicable): _____

Date of incident: _____

Statement of Facts:

Statement of Relief Requested:

Other Pertinent Information:

Signature: _____ **Date:** _____

