

**Policy Title: Procedures for Processing Citizen Complaints
Against Employees or Departments**

Policy No: 204.11

It is a fundamental right of citizenship for a citizen to have freedom of expression, including criticism of public agencies and the employees of public agencies. The employees of public agencies are also citizens, and they have the right to the protection of due process of law. In an effort to satisfy these sometimes conflicting rights, the following procedures are established by the Board of Trustees of St. Maries Joint School District No. 41 for processing citizen complaints against employees or departments of the District.

Most complaints can be resolved by informal discussions between the citizen and employee or the employee's immediate supervisor. This formal complaint process is reserved for complaints which are incapable of being resolved in such a way.

The following procedures apply to the processing of a complaint by a citizen against an employee of the District:

1. Any citizen desiring to lodge a complaint against an employee or department of the District should arrange a meeting with the supervisor of that employee or department to discuss the problem in an attempt to reach an understanding. Any citizen who is not satisfied with the results of such a meeting will be furnished a complaint form. The complaint form will be addressed to the Superintendent's Office and will be processed by that office. A copy of the complaint form should be retained by the complainant.
2. The Superintendent will make a copy of the complaint form and send that copy to the employee or department against whom the charge is made with a request that the employee or department respond either in writing or in person to the Superintendent. The Superintendent may discuss charges privately with the employee or department.
3. The Superintendent will set up a conference committee consisting of the Superintendent, the employee or department and/or his/her representative, and the citizen filing the charges and/or his/her representative. The Superintendent will notify members of the Board of Trustees that a conference has been arranged. The meetings of a conference committee are to be privately conducted. The Superintendent may, at his/her discretion, discuss the response to charges privately with the complainant and the employee or department. The Superintendent may suggest a resolution of the complaint, and if this is acceptable to the complainant and the employee or department, the matter shall be closed so far as the complainant is concerned.
4. If the Superintendent, after individual conferences or after meeting with the conference committee, is unable to resolve the issue, a report as well as a copy of the original complaint form and the written response of the employee or department will be submitted to the Board of Trustees for consideration and action, with notice to all parties.

5. The final determination in the matter from the Board of Trustees shall be sent to the employee or department involved and the citizen filing the charge.
6. Individual Board of Trustees members cannot act on complaints. Citizens will be advised to direct the complaint to the appropriate employee or department, in accordance with the foregoing procedure.

Policy Cross Reference:

Legal Reference:

Policy History:

Adopted:	06/11/1984
Reviewed:	07/28/2008