

## **Public Complaints**

The district will develop and implement effective means of resolving complaints voiced by employees, students, parents of a student who attends school in the district or persons who reside in the district and will use recognized channels of communication.

The Board recognizes the need for the orderly resolution of complaints brought by parents, guardians, or members of the community. The Board believes that all such complaints should be addressed and resolved as close to their origin as possible, but some complaints require a multi-step effort to resolve. Therefore, complaints will be processed through the complaint procedures set forth in administrative regulation KL-AR before investigation or action by the Board, unless a complaint concerns Board policies or actions.

The Board provides members of the public to provide public comment at its regularly scheduled board meetings. However, public comment concerning a personnel matter will not be allowed in open session.

END OF POLICY

---

**Legal Reference(s):****Cross Reference(s):**

AC-AR - Discrimination Complaint Procedure  
BD/BDA - Board Meetings  
EBB - Integrated Pest Management  
GBM - Staff Complaints  
GBMA - Whistleblower  
GBN/JBA-AR(1) - Sexual Harassment Complaint Procedure  
GBN/JBA-AR(2) - Federal Law (Title IX) Sexual Harassment Complaint Procedure  
GBNA-AR - Hazing, Harassment, Intimidation, Bullying, Menacing, or Cyberbullying Reporting Procedures - Staff  
IGBB - Talented and Gifted Program and/or Services  
IGBBA - Talented and Gifted Students - Identification  
IIA - Instructional Resources  
IIA-AR - Instructional Materials Selection  
JB - Equal Educational Opportunity  
JBA/GBN-AR(1) - Sexual Harassment Complaint Procedure  
JBA/GBN-AR(2) - Federal Law (Title IX) Sexual Harassment Complaint Procedure  
JFCEB - Personal Electronic Devices  
JFCEB-AR - Request for Personal Electronic Devices Exception  
JFCF-AR - Hazing, Harassment, Intimidation, Bullying, Menacing, Cyberbullying, or Teen Dating Violence Reporting Procedures - Student  
JGAB - Use of Restraint and Seclusion  
KL-AR(1) - Public Complaint Procedure  
KL-AR(2) - Appeal to the Deputy Superintendent of Public Instruction