

SMYRNA SCHOOL DISTRICT

POLICY

Section:	1000 Community Relations	Office Responsible:	Board of Education
Policy:	1313 Complaints About Personnel, Facilities, or Services		
Related Policies:	N/A	Administrative Procedure:	N/A

I. Purpose

Outline the process by which complaints about district personnel, facilities, and services are handled

II. Authority

Delaware Code, Title 14

III. Definitions

None

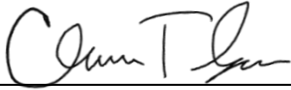
IV. Policy Statement

- a. All complaints against district personnel, facilities, and services will be taken seriously and in compliance with state and federal laws.
- b. If the parent/citizen is not satisfied with the disposition of the problem through informal procedures, they may submit a complaint in writing to the immediate supervisor. The complaint must state:
 - i. Nature of the complaint
 - ii. Response of employee directly responsible
 - iii. Specific problem or part of the problem still unresolved
- c. All such written complaints must be delivered or mailed to the immediate supervisor of the person; at which time the supervisor will notify the person about whom the complaint is made. The investigation will begin within five business days.
- d. All complaints shall be specific and void of personal abuse, and/or excessive emotionalism.
- e. All such complaints shall, upon receipt, be weighed, analyzed, and discussed with the proper school authorities.

*Italics indicate Delaware Regulation Administrative Code Title 14 wording

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Board Approval Acknowledged by:



Christopher Scuse, *President*
Smyrna School District Board of Education

Policy Actions

Adopted: 10/20/1982

Revised: 12/21/2022

11/15/2023