

Public Complaint Policy:

Any parent, student, teacher or stakeholder may make a complaint about the implementation of federal programs.

Should a problem arise between your child and your child's teacher, the proper way to handle the situation is the following:

1. Begin with the teacher/staff member. Talk to them regarding the situation. If you feel that visiting with the staff member left something unexplained or unresolved, then,
2. Schedule a conference with the building principal. At this time, both the parent and the staff member will be present to discuss the issue. If the issue is still not resolved, then,
3. Schedule a conference with the Superintendent, building principal, staff member and yourself. If this does not resolve the issue, then,
4. Request a hearing with the school board. At this hearing, all parties involved will participate.

Complaints between the building principal and others should begin with step 2 above.

The policy also applies to Federally administered programs. A decision by the district may be appealed to the South Dakota Department of Education (complaints about implementation of Federal Programs only).

Disputes addressing the enrollment, transportation (including inter-district disputes), and other barriers to the education of children and youth experiencing homelessness are also addressed under this procedure. Parents, guardians, and unaccompanied youth may initiate the dispute resolution process directly at the school they choose, as well as at the district or district's homeless liason's office. The parent or guardian or unaccompanied youth shall be provided with a written explanation of the school's decision including the rights of the parent, guardian, or youth to appeal the decision. Students should be provided with all services for which they are eligible while disputes are resolved.

A parent, student, employee, or district stakeholder who has a complaint regarding the use of federal NCLB funds and is unable to solve the issue, may address the complaint in writing to the district's superintendent.