

The Complaint Form is available as an opportunity to register concerns about any school facility, program, employee, policy, or action (not including harassment, discrimination, or instructional materials/resources as they have separate complaint forms).

**Informal Complaint**

In order to most effectively address any complaint that may arise, it should first be discussed directly with the staff member involved so that there is an opportunity to resolve the problem brought to their attention.

**Formal Complaint**

If discussion with this staff member does not result in a resolution of the problem, please complete the Complaint Form. The following steps should be followed:

1. Any complaint that is not resolved with the person most directly involved should be next brought to the attention of the principal. This should be brought to the attention of the principal as soon as possible after initial attempts to resolve the problem are completed. Submitting the Complaint Form starts the formal complaint process.
2. The principal will review the complaint, conduct an appropriate investigation to determine the facts in the case, and respond in writing within **ten** school days. Other staff members may be involved in addressing the complaint at the discretion of the principal.
3. If the complainant is satisfied with the principal's written response, the matter is considered to be resolved. If the complainant is not satisfied with the principal's written response, please contact the district administrator.
4. The district administrator will arrange for a conference with the complainant, principal, himself/herself and/or any appropriate staff.
5. If the complainant is satisfied with the district administrator's response, the complaint will be considered resolved. If the complainant is not satisfied with the district administrator's resolution, the district administrator will make arrangements for him/her to meet with an appropriate committee of the Board of Education.
6. The designated committee will review the complaint and make recommendations to proceed to the next regular Board of Education meeting, if needed.

Those associated with the Richmond School District believe the use of the Complaint Form will provide an opportunity for concerns to be dealt with quickly and responsibly, so that the educational needs of students can be most effectively served.

# Richmond School District Complaint Form

Policy #870

Name of person/organization filing the complaint:

Contact information Phone Home: \_\_\_\_\_ Cell: \_\_\_\_\_

Status of person filing complaint

Student

Parent

Employee

Other

Parties Involved:

Date of Incident:

Statement of complaint (include specific incident(s)):

What steps should be taken to resolve this concern?

Signature of Complainant

Date of complaint filed

Signature of person receiving complaint

Date Received

Submit all copies to District Administrator or his/her secretary. The person receiving the complaint will sign and date the complaint. One copy will be returned to the complainant, and one copy will be sent to the complaint investigator. The district will respond to the complaint within ten (10) school days.

Resolution: