

Procedure - Complaints Concerning Staff or Programs

Most complaints can be resolved by informal discussions between the citizen and the staff member. Should the matter not be resolved, the principal shall attempt to resolve the issue through a conference with the citizen and the staff member.

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above:

- A. If the problem is not satisfactorily resolved at the building level, the citizen should file a written complaint with the superintendent which describes the problem, and a suggested solution. The superintendent should send copies to the principal and staff member.
- B. The principal and staff member shall respond to the superintendent in writing or in person.
- C. The superintendent shall then attempt to resolve the matter through a conference with the citizen, staff member, and principal.
- D. If the matter is not resolved, the superintendent shall present the issue to the board. If the complaint is against a staff member, the complaint shall be handled in executive session in the presence of the staff member. The board shall attempt to make a final resolution of the matter. Any formal actions by the board must take place at an open meeting. If such action may adversely affect the contract status of the staff member, the board shall give written notice to the staff member of his/her rights to a hearing.

Issues or Concerns Regarding Athletic Programs and Coaches

The experiences provided on the athletic field are extremely valuable to both children and parents. Feedback about the athletic programs and coaches is welcomed. It is the goal of the Pateros School District to constantly improve the quality of experiences for children. The relationships between children, parents and coaches are an important part of this valuable experience. Protocols are valuable tools to ensure that important and often emotional issues are dealt with in a manner that preserves relationships, ensures communication and produces positive outcomes for everyone involved. The Pateros School Board and staff have a deep commitment to continuous improvement of athletic programs and our protocols to accomplish that goal.

The following protocols will be strictly enforced by the Pateros School Board:

- All issues or concerns must be filed in a timely manner. Resolutions should be found quickly for the sake of all involved. Issues presented at the end of the season or from past years cannot be viewed with the same weight as timely issues.
- Issues will be most effectively handled starting at the closest level to the concern as possible. The board encourages parents to first bring issues to coaches the day after an issue has arisen. Coaches shall not be approached on an athletic field or directly after an athletic contest.

Allegations involving physical abuse, sexual issues, retaliation, or other extremely serious matters should be reported immediately to the principal or superintendent.

- The board requires that any unresolved issues be directed through the chain of command until the patron has found resolution or received a final decision from the board. The chain of command for athletics begins with head coach, then athletic director, principal, superintendent, school board.
- Issues are most effectively resolved with only the persons directly involved.

- Retaliation by coaches, players, or staff toward patrons filing a complaint will not be tolerated. Staff members found guilty of retaliation will be disciplined up to and including termination.
- The District enforces progressive discipline for students and staff. Discipline is confidential for both students and staff. The members of the Pateros School Board are the elected officials designated to provide a check and balance on discipline. They cannot disclose the discipline applied to students or staff, but they can insist on being fully informed of the specific discipline applied and may disclose to patrons their judgment of the discipline applied.
- Action will only be taken by the athletic director, principal, superintendent or board on formal complaints that have been received on the District Complaint Form. Forms can be obtained at the K-12 Office.
- The chair of the board or vice chair will conference with any board member whose child is directly affected about the wisdom of abstaining from any vote that would affect the coach involved.
- Other conflicts of interest within the chain of command will be addressed to insure an equitable and transparent process.
- In the event that a complaint leads to an investigation, said investigation will be conducted in as timely a manner as possible. Reasonable effort will be made to conclude the investigation, and report the findings of said investigation, as soon as is possible.

The board has delegated the following necessary issues to coaches and will support the coach's judgment on topics such as playing time, player position assignment, team assignment and overall game strategy.

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