

## COMMUNICATION CHANNELS

Questions and problems are resolved at the lowest organizational level nearest to the complaint. School employees are responsible for conferring with their immediate supervisor on questions and concerns. Students and other members of the school district community will confer with a licensed employee and then with the principal on questions and concerns.

If resolution is not possible by any of the above, individuals may bring it to the attention of the superintendent within ten working days of their discussion with the principal or, under extenuating circumstances, a time frame mutually determined by the superintendent and complainant. If there is no resolution or plan for resolution by the superintendent within ten working days of the individual's discussion with the superintendent, the individual may ask to have the question or problem placed on the board agenda. It is within the board's discretion whether to hear the concern.

It will first be the responsibility of the administrators to resolve questions and problems raised by the employees and the students they supervise and by other members of the school district community.

Legal Reference: Iowa Code § 279.8.

Cross Reference: 213 Public Participation in Board Meetings  
213.1R1 General Complaints by Citizens  
401.4 Employee Complaints  
502.4 Student Complaints and Grievances  
504.3 Student Publications

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