

USD 473 Patron Complaint Form

This form has been established for the benefit of the patrons of our school district to officially file a complaint and receive satisfaction that their concerns have been addressed accordingly. This form will present a procedure that will ensure the patron's concerns and issues will be dealt with from every perspective in the district which will include the teacher, principal, district level administration and potentially the USD 473 Board of Education.

Explanation of steps:

Step 1. After contacting the principal regarding the complaint, the first phase would be for the patron to document, in writing, their concerns and what they would consider to be appropriate action to remedy the situation. The principal will provide a copy of the documentation materials to any district employee who would be included in the complaint.

Step 2:

Upon receiving the written complaint, the second phase is for the principal to contact the patron and the district employee involved in the complaint and attempt to arrange a meeting, which will determine an agreement to alleviate the complaint. If that is not arrived at during the initial period of the meeting, the principal will deliver a decision upon completion of his/her review of the proceedings regarding the complaint.

Step 3:

If the decision rendered by the principal is not considered satisfactory on behalf of the patron, they may submit this form to the Superintendent of Schools. The Superintendent of Schools will review the situation and submit a decision in a timely manner.

Final Action:

If upon successful completion of the steps outlined above, and satisfaction has not been achieved on behalf of the patron, the complainant may request the case be considered by the USD 473 Board of Education. The decision of the USD 473 Board of Education will be considered final

USD 473 Patron Complaint Form

Name: _____

Phone number: _____

Step 1:

Complaint and requested solution: (please provide as many details as possible):

Step 2

Principal:

Date:

Action taken by the principal:

Step 3

Superintendent:

Date:

Action taken

