

## COMPLAINTS

The board and district staff welcome inquiries, suggestions and constructive criticism of the district's programs, personnel, operations and facilities, particularly when motivated by a sincere desire to improve the quality of the educational program or to improve efficiency or effectiveness. The board encourages all complaints to be resolved at the lowest possible administrative level, and will allow professional staff every opportunity to consider the complaints and render decisions prior to involvement by the board. Whenever a complaint is made directly to the board as a whole or to a board member as an individual, it will be referred to the administration for study and possible resolution.

Discrimination against any individual on the basis of race, color, ancestry, national origin, sex, sexual orientation, gender, gender identity or expression, age, religion, disability, political affiliation, or status as a veteran in the admission or access to, or treatment or employment in the district's programs and activities is prohibited. Harassment of an individual on any of these grounds is also prohibited. The Superintendent and/or the Superintendent's designee has been designated to coordinate compliance with nondiscrimination requirements contained in Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Title VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 for employees, and Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 for students. Information concerning the provisions of these Acts, and the rights provided thereunder, are available from the compliance coordinator.

The District employs an Ombudsman to assist in resolving complaints. Persons with concerns or complaints are encouraged to involve the Ombudsman at any time. All discrimination coordinators and the Ombudsman office at the Burnett Administrative Center, 624 SW 24th Street, Topeka, KS 66611, and can be reached by telephone at 295-3000.

The following types of complaints shall be addressed in the following manner:

- **Complaints about Discrimination or Discriminatory Harassment**

Any parent, patron or person who believes they or their children have been subject to unlawful discrimination, may utilize the complaint and resolution procedures set forth in Regulation 8050-02.

- **Complaints About Discrimination on the Basis of Sex**

Complaints regarding alleged discrimination on the basis of sex, as prohibited by Title IX of the Education Amendments of 1972 and other federal and state laws regulating such discrimination and discriminatory harassment, shall be handled in accordance with the procedures outlined in Board Policies 4065 and 8110 and shall be directed to the Title IX Coordinator at General Counsel, 624 SW 24<sup>th</sup> Street, Topeka, KS, (785) 295-3028.

- **Complaints Concerning Child Nutrition Programs**

Complaints alleging discrimination in child nutrition programs offered by the district shall be handled in accordance with the procedures outlined in Board Policy 2410.

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- **Complaints about Bullying**

Any parent, patron or person who believes they or their children have been the targets of bullying may lodge a complaint with a building administrator. The building principal shall report any unresolved complaint about bullying to the superintendent and/or the superintendent's designee, who shall report any unresolved complaint about bullying to the board at the next regularly scheduled board meeting.

- **Complaints about Policy or Curriculum**

Complaints about policy or curriculum shall be directed to the superintendent and/or the superintendent's designee. The superintendent and/or the superintendent's designee shall report any unresolved complaint about policies or curriculum to the board at the next regularly scheduled board meeting.

- **Complaints about Instructional Materials**

Complaints about instructional materials shall be directed to the building principal or curriculum coordinator. In addressing complaints about instructional materials, staff shall utilize the processes contained in Regulation 6110-01. The building principal shall report any unresolved complaint about instructional materials to the superintendent and/or the superintendent's designee immediately after the process is completed.

- **Complaints about Facilities and Services**

Complaints about facilities and services shall be directed to the building principal, the general director in charge of providing the service or the Deputy Superintendent. The superintendent or deputy superintendent shall report any unresolved complaint about facilities and services to the board at the next regularly scheduled board meeting.

- **Complaints about Personnel**

Parents having concerns with individual faculty or staff members are encouraged to resolve complaints as close to their origin as possible. Anonymous complaints will be investigated to the extent possible with the information available. A parent wanting the concern formally documented must present the complaint in writing to the appropriate supervisor. The building principal involved shall report any unresolved complaint about personnel to the superintendent who shall report it to the board at the next regularly scheduled board meeting.

The district complaint policy and procedures shall be posted on the district website and shall be easily accessible to patrons, parents and students. Forms for filing complaints shall be accessible on the website.