

Category: 4000 COMMUNITY RELATIONS	Policy Number: 4220
Policy Title: Patron Concerns	Effective Date: March 14, 2001

Patron concerns should be referred to the appropriate administrator promptly. Administrators and board members should use a District Action Form for Patron Concerns, Form (4220f2), when referencing patron concerns.

The patron should fill out a Patron Concern Form (4220f1) and may attach their letter of concern.

The administrator must:

1. Ask the concerned patron to use a Patron Concern Form (4220f1) (with letter of explanation attached, if needed). Employees or board members may use "District Action Form for Patron Concerns, Form 4220f2);
2. Arrange a meeting with the patron (and employee/teacher, if necessary);
3. Seek resolution to the problem by helping concerned patrons make a plan;
4. Respond promptly and in writing to a patron's concern;
5. Notify an employee promptly if a patron concern involves him/her;
6. Notify the employee before a patron concern is placed in the employee's file or considered in the employee's evaluation; and,
7. Keep a copy of all patron concerns and letters on file.

If a patron concern is not resolved at the building level, a patron may refer the concern to the superintendent. When a concern is not resolved at the building or superintendent level, the complaint may be brought in writing to the Board of Trustees.

Reference: Form 4220f1, "Patron Concern Form"
Form 4220f2, "District Action Form for Patron Concerns"

Category: 4000 COMMUNITY RELATIONS	Procedure or Form Number: 4220f1
Policy Title: Patron Concerns	Effective Date: March 14, 2001

PATRON CONCERN FORM

Please follow these guidelines so we may address your concern efficiently. Most concerns occur at a specific school building and are handled by the building principal when attached to this form. Please follow these steps:

1. Attach this form to your letter of concern and give it to the appropriate administrator.
2. Discuss a resolution with the administrator. Keep a copy once the administrator signs that he/she has received it. You may request a written response.
3. If your concern is not resolved, you may appeal to the next level, i.e., superintendent. When a concern is not resolved at the building or superintendent level, the complaint may be brought in writing to the Board of Trustees.

Patron Name(s) _____ Phone: _____

If this concern regards an employee, have you discussed the concern with him/her? Yes ___ No ___

Does this concern a district policy? Yes _____ No _____

Have you attached a letter describing your concern? Yes _____ No _____ (If yes, please attach)

Briefly explain your concern here: _____

Signed by Patron(s): _____ Date Made: _____

Signed by Administrator: _____ Date received: _____
 (Copies should be made for Patron)

TO BE COMPLETED ONLY IF APPEAL IS NECESSARY:

Was a letter of response sent by the principal? Yes _____, Date _____ No _____
 Was a resolution discussed? Yes _____ Date _____ No _____

Please explain: _____

Signed by Patron(s) _____ Date: _____
 _____ Date: _____

Category: 4000 COMMUNITY RELATIONS	Procedure or Form Number: 4220f2
--	--

Policy Title: Patron Concerns - District Action Form	Effective Date: March 14, 2001
--	--

**FORM FOR EMPLOYEE RECEIVING
PATRON CONCERN**

RECEIVED BY: _____ DATE RECEIVED: _____
FROM PATRON: _____ PHONE NUMBER: _____
RECEIVED VIA: _____ Letter (Attached) _____ Phone Call _____ In Person _____

CONCERN: _____

AS APPLICABLE:

Referred To: _____ Date Referred: _____

EMPLOYEE INITIAL: _____

ACTION TAKEN: _____

SUPERVISOR INITIAL: _____

ADMINISTRATOR INITIAL: _____

IF APPLICABLE:

COMMENTS: _____

SUPERINTENDENT INITIAL: _____