

# ***GUIDELINES FOR RESOLVING CITIZEN CONCERNS***

## **STEP I**

*If a citizen has a concern* about any aspect of the operation of the schools, he/she should initiate the question or objection with the district employee most directly involved with the specific situation. Many complaints are due to lack of complete information or miscommunication. Going straight to the source of concern is the best way to get complete information. You may discuss your concern over the phone or arrange an in-person conference. The more you can increase the communication at this point of service, the greater are chances of resolving your concern.

## **STEP II**

*If you cannot resolve your concern through discussion with the employee involved*, you should request a conference with the employee and his or her building principal or other immediate supervisor. This administrator is closest to the situation or problem and will often be able to assist or mediate a resolution to the problem. In order to facilitate the greatest level of communication, the district employee involved should usually be present at the conference. {Please note that a complaint specifically about the use of district adopted curriculum and instructional materials will be handled according to Policy 2020, which is available from your building principal.} Within ten working days, the supervisor will contact the grievant and arrange a mutually agreed upon date and time to hear the grievant concerns.

## **STEP III**

*If you are still dissatisfied with the results* of the above conferences you should request a meeting with the Central Office Administrator who is most logically involved with the program in question. One of his or her first questions will be about your attempts at Step I and Step II resolutions. Here are the phone numbers for administrators available to assist you:

- |                               |                   |
|-------------------------------|-------------------|
| 1. Special Education Programs | 360-653-0825      |
| 2. Curriculum and Instruction | 360-653-0884/0840 |
| 3. Vocational Programs        | 360-653-0833      |
| 4. Highly Capable Education   | 360-653-0645      |
| 5. Indian Education           | 360-653-0867      |
| 6. Buses / Transportation     | 360-657-0224      |
| 7. Athletics                  | 360-657-6135      |
| 8. Food Services              | 360-653-0842      |
| 9. Maintenance                | 360-653-0847      |
| 10. Purchasing                | 360-653-0843      |
| 11. Finance                   | 360-653-0803      |
| 12. Facilities Scheduling     | 360-653-0816      |
| 13. Human Resources           | 360-653-0877      |
| 14. Technology                | 360-653-0821      |

Within ten working days, the supervisor will contact the grievant and arrange a mutually agreed upon date and time to hear the grievant concerns.

## **STEP IV**

*If either party (citizen or district employee) is dissatisfied with the decision or response of the Central Office Supervisor or Administrator*, he/ she may appeal to the Superintendent. Within ten working days, the superintendent or designee, will contact the grievant and arrange a mutually agreed upon date and time to hear the grievant concerns. Such appeal shall be in writing and shall include at least all prior decisions and a statement of the complaint and reasons for the appeal to Step IV resolution. The superintendent or designee will review the decision and will submit an administrative decision to the Board of Directors. The superintendent will also inform the complainant and the staff members involved of that decision.

## **STEP V**

*If either party (citizen or district employee) is dissatisfied with the decision of the superintendent*, he/ she may appeal to the Board of Directors. Such appeal shall be in writing and directed to the superintendent (who serves the office of Secretary for the Board) and shall include at least all prior decisions and a statement of the complaint and reasons for the appeal.

The Board shall have the discretion to accept or reject the matter for review. If it rejects the matter, the superintendent's decision shall be final. If it accepts the matter, the Board will consider the appeal at the next scheduled Board meeting (This meeting is closed unless the complainant requests an open meeting). At such meeting, the Board may hear arguments from the parties, review the prior decisions and evidence, and make such inquiry, as it deems necessary, the days after this meeting unless additional time is needed. The Board's decision will be final.

*The Marysville School District* expects the educational and support staff to act in a professional manner and according to accepted educational practice, and furthermore presumes that citizens and employees are committed to act in the best interest of students.

However, we recognize the rights of individuals to present complaints or concerns directly to practices occurring in the schools. The purpose of this brochure is to assist in handling such complaints in the most timely and effective manner.

The Board of Directors relies on its teachers, staff, and administrators to resolve concerns of citizens. It is the policy of the Board to provide for such resolutions first at the level most directly involved and in an informal manner, if possible. If such resolution cannot be accomplished, however, procedures are available for review at the highest administrative level with an opportunity for appeal to the School Board.

### ***LEVELS OF REVIEW***

Consistent with the policy of resolution at the level most directly involved and providing opportunities to appeal such decision to higher administrative levels, complaints shall proceed through the following steps of review:

- Step 1**            **Teacher or Other Staff Person**
- Step II**           **Building Principal or Immediate Supervisor**
- Step III**          **Executive Director or Assistant Superintendent**
- Step IV**          **Superintendent of Schools or designee**
- Step V**            **Board of Directors**



**Marysville School District**

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## **MARYSVILLE SCHOOL DISTRICT**

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Marysville, Washington 98270  
(360) 653-7058

### **SUPERINTENDENT**

Dr. Becky Berg

### **BOARD OF DIRECTORS**

Dr. Tom Albright, President  
Chris Nation, Vice President  
Pete Lundberg, Legislative Representative  
Bruce Larson, Director  
Mariana Maksimos, Director

“Working together to ensure each student becomes a successful and productive citizen in a diverse society”.