

SOUTH BURLINGTON SCHOOL DISTRICT

**GENERAL COMPLAINT
ADMINISTRATIVE PROCEDURES**

RESOLVING COMPLAINTS

The complainant shall be encouraged first to bring a complaint to the individual or individuals most directly responsible for oversight of the area of concern. The complainant is encouraged to bring forth the complaint as soon as possible following the occurrence that gave rise to the complaint. If the problem cannot be resolved with the individuals most directly related to the matter concerned, it should be brought to the attention of the immediate supervisor or administrator. The complaint should be communicated by direct contact and communication by writing, by phone, or by meeting to state the issues and supporting facts. If the complaint is filed against an individual, the individual against whom the complaint is filed shall be given every opportunity for explanation, comment, and presentation of the facts as he/she sees them.

If the issue is not resolved by involvement of the immediate supervisor or administrator, the complainant may refer the issue to the Principal for his or her review and decision. In the event the Principal's review does not lead to a satisfactory resolution, the complainant shall submit the issue in writing to the Assistant Superintendent or Superintendent for review and decision.

This complaint procedure will be used for all complaints other than those specifically outlined in policies such as harassment, bullying, and controversial and sensitive issues.