



Parent and Community Member Concerns and Complaints

Background

KTCEA is committed to resolving concerns and complaints from parents or community members in a timely, and respectful manner. Under most circumstances' complaints are best resolved as close to the source of the complaint as possible.

Guidelines

1. It is important to follow proper lines of authority when addressing concerns and complaints. The following are the lines of authority to follow when a concern or complaint is raised.
 - a. Parents, guardians and/or community members should initially address concerns or complaints with the KTCEA employee. Most concerns or complaints can be resolved by talking directly with the employee involved.
 - b. If the concern or complaint is not resolved with the employee, or if it may be so serious that the parent or community member may not be comfortable addressing the concern or complaint with the employee, the parent or community member may file the complaint directly with the immediate supervisor or Manager/Director:
 - i) **School-based staff**, the Principal is the immediate supervisor for all school-based staff
 - ii) **Central office-based staff**, the supervisor may be the Manager, Director, Associate Superintendent, or Deputy Superintendent as appropriate.
 - c. If the matter requires further resolution, it can be referred to the Superintendent.
 - d. The Superintendent is the final appeal for all KTCEA education and operational decisions.
2. Parental/Community Complaint Form - All concerns raised by parents, guardians, and/or community members should be documented on a Parental/Community Complaint Form whether the concern is addressed directly with the employee in question or escalated through the lines of authority. The KTCEA employee is responsible for completing the form in the event that the parents do not fill it out. This is to demonstrate appropriate actions taken to resolve concerns and complaints. The complaint or concern must be submitted within 2 weeks of the incident.
3. In the case where a resolution has broader implications for KTCEA schools or central office, approval must be sought from the appropriate level.
4. All concerns and complaints will be handled in a confidential and timely manner with information shared on a need-to-know basis only.
5. Any concerns or complaints brought directly to the KTCEA Board by parents/community members will be forwarded to the Superintendent so that matters can be addressed following the proper lines of authority.
6. For concerns or complaints of significant importance, the Superintendent may inform or consult with the Board as appropriate.

#	Procedures	Roles and Responsibilities
1.	<p>The procedure for concerns/complaints about School-based KTCEA employees will be addressed as follows:</p> <ol style="list-style-type: none"> 1.1. The parent/community member should contact the teacher/employee to discuss the concern/complaint. 1.2. Employees that hear a complaint or concern from a parent/community member must take care to ensure discussions happen privately, away from the presence of students, staff, and others. 1.3. The KTCEA Employee will provide the Parental/Community Complaint Form to the parent/community member and will be responsible for completion of the form if the parent does not complete it. 1.4. Complaints and concerns must be submitted within 2 weeks of the incident occurring. 1.5. Upon receipt of a concern/complaint, the teacher/employee will advise his/her immediate supervisor who may advise the teacher/employee on the matter. 1.6. If the teacher or employee involved is unable to resolve the concern/complaint, the matter will be escalated to the Principal. At that time the Principal will also notify the Deputy Superintendent of the concern/complaint. 1.7. The Principal will investigate the matter and work with the complainant to resolve the concern/complaint. 1.8. If the matter is not resolved at the Principal's level, it will be referred to the Superintendent. 1.9. The Superintendent's decision is final. 	<p>Staff</p> <p>Principal</p> <p>Deputy Superintendent</p>
2.	<p>Any concerns/complaints related to Central office-based staff will be addressed as follows:</p> <ol style="list-style-type: none"> 2.1 Parents/ Community members should contact the employee to discuss the concern/complaint. 2.2 Employees that hear a complaint or concern from a parent/community member must take care to ensure discussions happen privately, away from the presence of students, staff, and others. 2.3 The KTCEA Employee will provide the <i>Parental/Community Complaint Form</i> to the parent/community member and will be responsible for the completion of the form if the parent does not complete it. 2.4 Complaints and concerns must be submitted within 2 weeks of the incident occurring. 2.5 Upon receipt of a concern/complaint, the employee will advise his/her immediate supervisor who will provide guidance to the employee on the matter 	<p>Staff</p> <p>Directors</p> <p>Superintendent</p>

	<p>2.6 If the employee involved is unable to resolve the concern/complaint, the matter will be escalated to the Director, Associate Superintendent, or Deputy Superintendent as appropriate.</p> <p>2.7 The supervisor will investigate the matter and work with the complainant to resolve the matter.</p> <p>2.8 If the matter is not resolved at the Deputy or Associate Superintendent level, it will be referred to the Superintendent.</p> <p>2.9 The Superintendent's decision is final.</p>	
3.	When an unresolved concern or complaint is escalated to the Superintendent level, the Superintendent will ascertain if all reasonable avenues for resolution have been considered and will meet with the complainant and other individuals as required in an attempt to find a resolution.	Superintendent
4.	All concerns and complaints documentation and discussions must be retained on file adhering to records management procedures.	Principal/ Superintendent

References:

- KTCEA Policy 2C- Organizational Structure and Lines of Authority and Communication
- KTCEA Policy 8- Parent/Guardians Rights and Responsibilities
- Freedom of Information and Protection of Privacy Act
- Personal Information Protection Act
- KTCEA Parental Complaint Form

Procedure Amendments and Updates

The responsibility for updating and amending this procedure rests with the Superintendent's Office.