

DESCRIPTOR TERM: Personnel	Millard District Policy File Code: 4430 Approved: 12-12-18
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FORMAL COMPLAINT PROCEDURES

PURPOSE

It is the desire of the Millard Board of Education that all interactions between employees, students and the public be professional and appropriate. If any employee or patron of the Millard School District is unable to resolve a concern they have with an employee of the district, they may file a formal complaint by submitting the form herein enclosed.

PROCEDURES

Formal Complaint Forms should be submitted to the supervising administrator of the employee cited in the complaint. In the case of a principal, director or other district administrator, the Formal Complaint Form should be submitted directly to the superintendent of schools. The following steps outline the procedures that should be followed.

- A. After the administrator has reviewed a formal complaint; a copy should be given to the employee cited in the complaint. The administrator should attempt to settle the concern at the local level by meeting with the complainant and the employee cited. If settlement is reached, the administrator shall file a copy of the formal complaint and a short report describing the settlement at the local level.
- B. If the problem is not resolved at the local level, it shall be submitted directly to the superintendent for further action.
 1. The superintendent shall assign a district specialist to facilitate a review.
 2. The specialist shall interview the complainant, the employee cited, and the administrator. The specialist may invite another district employee to participate in the review if the employee so requests. The specialist shall facilitate a review with input from all parties.
 3. The administrator (or specialist in the case of a formal complaint filed concerning a principal, director or district administrator) shall prepare a written report based on the conclusions drawn from the investigative review. Copies of the report shall be presented to the complainant, the employee cited, the administrator, and the superintendent.

4. A copy of the investigative report shall be kept on file at the district office.
 5. The review of services should be completed within twenty (20) school days from the time it was received.
- C. An appeal to the investigative report may be made to the Millard School District Board of Education.
- D. For civil rights or discrimination complaints related to the National School Lunch Program, a report of these complaints will be submitted to the State Office of Education, Child Nutrition Programs.

**MILLARD COUNTY SCHOOL DISTRICT
FORMAL COMPLAINT FORM**

(This form is to be prepared by any individual who wishes the district to review the services provided by an employee of the District.)

I, _____ wish to have the district review the
(Name of Complainant)

services being provided by: _____
(Employee Cited)

1. My specific concerns include: _____

2. I have reviewed/discussed these concerns with the following district employees:

3. These are my recommendations: _____

4. I have observed the situation myself: ___ (yes) ___ (no)

(Signature of Complainant)

(Date of Formal Complaint)

(Address of Complainant)

(Telephone of Complainant)