

A Parent's Guide For Communicating With Your Child's School

BOARD POLICY 9130: PUBLIC COMPLAINTS

(See full Board Policy at www.lincolnk12.org)

Any person or group, having a legitimate interest in the operations of this District shall have the right to present a request, suggestion, or complaint concerning District personnel, the program, or the operations of the District. At the same time, the Board of Education has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide the means for judging each public complaint in a fair and impartial manner and to seek a remedy where appropriate.

It is the desire of the Board to rectify any misunderstandings between the public and the District by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences, shall more formal procedures be employed.

Any requests, suggestions, or complaints reaching the Board, Board members, and the administration shall be referred to the Superintendent for consideration.



Problem Solving: A Two-Way Process

Get Started

- Establish your goal.
- Agree to discussion guidelines.
 - Listen without interrupting.
 - Be honest in your discussions.

Listen and Define the Concern

- What is the problem or concern?
- Is there more than one perspective from which to view the problem?
- Is the information each person has about the problem accurate?

Identify Solutions

- Each person suggests at least one solution to the problem.
- All parties evaluate each possible solution:
 - Can all parties agree with the solution?
 - Is everyone committed to working on the suggested solution?
 - Will the solution work now and in the future?
 - Is everyone willing to share equal responsibility for making the solution work?
 - Does the solution tell who, when and how?

Move Forward

- Agree upon a proposed solution and the role each party will have in implementing it.
- Set a date for checking in with each other.

Whom Should You Contact?

To ask a question, share a concern, or discuss an issue, follow the chain of command outlined below.

On Matters Involving Instruction/Curriculum

1. Classroom Teacher
2. Principal
3. Executive Director of Curriculum
4. Superintendent
5. Board of Education

On Matters Involving Special Education

1. Classroom Teacher
2. Principal
3. Student Services Supervisor
4. Superintendent
5. Board of Education

On Matters Involving Athletics

1. Coach
2. Athletic Director
3. Building Principal
4. Superintendent
5. Board of Education

On Matters Involving Student Discipline

1. Classroom Teacher
2. Assistant Principal/Dean of Students
3. Principal
4. Superintendent
5. Board of Education

On Matters Involving Facilities/Grounds/Buildings

1. Principal
2. Director for Facilities
3. Superintendent
4. Board of Education

On Matters Involving Transportation

1. Bus Driver
2. Transportation Director
3. Director of Human Resources
4. Superintendent
5. Board of Education