

**NONDISCRIMINATION COMPLAINT RESOLUTION**

Resolution of Discrimination Complaints

A complaint may be filed when it is felt that a violation of Policy AC Nondiscrimination/Equal Opportunity has occurred. A complaint relating to Policy AC Nondiscrimination/Equal Opportunity may be filed by a student, parent/guardian, employee or other citizen. Confidentiality will be maintained at each level of the complaint procedure.

The complainant is encouraged to attempt to resolve the issue informally by working with the administrator most directly involved in the situation before filing a formal complaint. However, it is understood that for some issues this may not be appropriate.

Formal Procedure

Formal complaints (including those in career and technical education programs) are filed with specific individuals based on the area of discrimination, i.e.,

Title VI (discrimination based on national origin/race)	Special Services Director
Title IX (discrimination based on gender)	Activities Director
Section 504 (discrimination based on disability)	Special Services Director

Both Special Services and Activities Director can be reached at:

West Central School District  
705 E. 2<sup>nd</sup> St.  
PO Box 730  
Hartford, SD 57033  
605-528-3217

Whenever a complaint is made directly to the School Board as a whole or to an individual Board Member, the individual or group involved will be advised to take their concern to the appropriate staff member.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible, and that the staff should be given every opportunity to consider the issues and attempt to resolve the problem prior to the involvement by the School Board. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. Teacher/classified employee
2. Director of Activities (as may apply)
3. Principal
4. Superintendent of Schools
5. School Board

If a complaint, which was presented to the School Board and referred back through the proper channels, is adjusted before it comes back to the School Board, a report of the disposition of the matter will be made to the School Board and then placed in the official school files.

The School Board expects the professional staff to receive complaints courteously and to make a proper reply to the complaint.

Matters referred to the superintendent and/or School Board must be in writing and should be specific in terms of the action desired.

Exceptions to this policy will be made when the complaints concern School Board actions or Board operations only.

#### Complaint Resolution

Employees follow Policy GBM – Staff Complaints and Grievances

All other complaints follow Policy KLD – Public Complaints about School Personnel or Programs

#### Policy:

Adopted: 7/12/2010

Reviewed: 10/14/2019