

	<p>CITIZEN COMPLAINT POLICY</p>	<p>E23.00 Revised March 2005</p>
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POLICY

It is the policy of the Seattle School Board to provide information about how citizens can raise concerns about the actions of employees of Seattle Public Schools, or actions taken by schools, committees, or the District itself.

Freedom of expression is a fundamental right of citizens, and this includes the right to comment on public agencies and the employees of such agencies. The employees of such agencies are also citizens, and have the rights and protections of due process of law. In an effort to satisfy these sometimes-conflicting rights, and in order to effectively respond to citizen concerns about employee actions, citizens are asked to work through the "chain of command" when bringing a complaint forward.

In general, most citizen concerns can be resolved by speaking with the employee, or with the employee's immediate supervisor. In certain instances, the citizen may remain displeased with the response. In those cases, the citizen is asked to contact the Customer Service department, which can assist the citizen in taking the complaint further.

Should the citizen have a complaint about the actions of a committee or a District department, or a complaint that is not identified with a particular person, the citizen should first contact Customer Service, which will assist the citizen in determining who can help resolve the complaint.

In all instances, the Superintendent, or the Superintendent's designee, is the final step in this complaint process.

Citizens and employees are reminded that this policy does not supercede other laws, contractual obligations, or other policies and procedures. Citizens are also reminded that school personnel may not be able to disclose certain actions taken if those actions involve personnel decisions or other topics that are considered exempt under the Public Records Act.

Originally Adopted: February 1978

This policy repeals Procedure F 10.01, revised January 1982

Reference: RCW 42.17.310—Certain Personnel and Other Records Exempt

Former Code: F10.00