

## Citizen Complaints

The Board recognizes situations may arise in the operation of the District which are of concern to members of the public. Citizens will make any complaints in a constructive and professional manner. Citizens will be prudent and cautious in making any complaints in the presence of employees, students, volunteers, or other members of the public.

The Board firmly believes citizen complaints should be resolved at the lowest organizational level by those individuals closest to the concern. Whenever a complaint is brought to the attention of the Board, it will be referred to the administration to be resolved. This regulation will not apply to a complaint that has been or could be filed under another complaint or grievance procedure, such as Bullying & Harassment.

Complaints concerning an employee should first be discussed directly with the employee. If the issue is not resolved after an informal discussion, the following procedures will govern any citizen complaint made pursuant to this regulation.

- (1) Step One – If the informal process from above does not resolve the issue, the citizen may submit a complaint in writing, using the online District Complaint Form, [www.crschools.us/about/board-of-education](http://www.crschools.us/about/board-of-education) which will be distributed to the appropriate CRCSD administrator. The submission of a complaint will occur within fifteen (15) days from the date of the event giving rise to the complaint or from the date the citizen could reasonably become aware of such occurrence.
- (2) Step Two - If the Step One process from (1) above does not resolve the issue, the citizen may submit an appeal complaint in writing, using the District Appeal Complaint Form, [www.crschools.us/about/board-of-education](http://www.crschools.us/about/board-of-education) which will be distributed to the appropriate CRCSD administrator within five (5) days of the written appeal.
- (3) Step Three – If the Step Two process from (2) above does not resolve the issue, the citizen may submit an appeal in writing using the District Appeal Complaint Form, [www.crschools.us/about/board-of-education](http://www.crschools.us/about/board-of-education) which will be distributed to the Superintendent/designee within five (5) days of step two response.

At Steps One, Two, and Three, the individual to whom the complaint is made will provide a response to the citizen submitting the complaint within a reasonable time after receipt of the complaint.

- (4) Procedural Appeal - If the citizen is not satisfied with the Superintendent's/designee's Step Three response, the citizen may appeal the Superintendent's/designee's Step Three response by filing a written appeal to the Board within five (5) days of the Step Three response. It is within the sole discretion of the Board to determine whether it will hear the appeal. The Board will only consider said appeal if the citizen has complied with all requirements of this regulation. The Board's consideration of said appeal is limited to determining whether the District administration followed the appropriate procedures during the complaint process.

Approved: 10-26-09  
 Revised: 02-09-15  
 03-20-17  
 10-09-17  
 06-25-18  
 03-28-2022