

## **PATRON COMPLAINT PROCEDURES**

This form has been established for the benefit of patrons of our school to officially lodge a complaint and be aware that their concerns have been listened to and dealt with accordingly. This form will contain a procedure that will guarantee that every concern will receive the consideration of the school district's administration. These forms are available at the school or U.S.D. office. Explanation of steps:

STEP 1: The first phase is for the Patron to write out their complaint. In this they must state their concern(s) and what they consider to be appropriate action to alleviate their concern(s).

STEP 2: The second phase is for the Principal to deliver his/her opinion and what action he/she will take. The Patron will be informed of the Principal's action within three (3) school days.

STEP 3: If, after the opinion delivered by the Principal is not considered satisfactory by the Patron, they may submit this form to be Superintendent of Schools. The Superintendent, then has five (5) school days to render a decision.

FINAL ACTION: If, after these steps have been followed and accomplished, and the Patron has not received what they consider a satisfactory response from the previous steps, they may approach the Unified School District #284 Board of Education with their case at a regularly scheduled board of education meeting.