



**ADMINISTRATIVE POLICY**

**Complaints: Public  
ADM-A005**

Policies are periodically revised. Users of this policy should check the QAM website for the most recent version.  
<https://salkeiz.sharepoint.com/qam/SitePages/Home.aspx>

1. The District is committed to resolving complaints in a timely manner, by direct, informal discussions, beginning with the school or department involved. Communication is essential during this process so that the involved parties may better understand the reasons behind each other's position.
2. School Board Members who receive complaints shall urge the complainant to contact the appropriate school or department in order to resolve the complaint.
3. If the complaint is not resolved during the informal process, the next step includes filing a formal complaint. The procedure for resolving formal complaints is outlined in the District's procedure for resolving complaints (ADM-P008).
4. Any employee or student who engages in any form of retaliation against a person(s) for filing a complaint and/or for participation in an investigation or inquiry will be subject to disciplinary action.
5. The process for employee complaints that relate to job responsibilities or work conditions are addressed through the grievance procedure outlined in the collective bargaining agreements or District policies and procedures related to sexual harassment, harassment, intimidation, bullying, and menacing.

**Implementing Procedures:**

ADM-P008 – Complaints, Public: Process for Resolving

**Revision History:**

Date	Revision	Description
7/30/12		Approved by Cabinet
5/5/17	A	Approver changed to the Superintendent

**Approved By: Superintendent**

*(approval on file)*