
AURORA PUBLIC SCHOOLS

APS Code: KEB

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PUBLIC CONCERNS/COMPLAINTS ABOUT PERSONNEL

It is the fundamental right of a community member to have freedom of expression, including fair criticism of public agencies and their employees. The employees of public agencies also have the right to due process of law. In an effort to resolve these sometimes conflicting rights, the Superintendent of Schools shall develop procedures for processing community member complaints against employees of the District.

Public complaints concerning unlawful discrimination, instructional resources or teaching methods shall be processed according to applicable Board policy, as listed in this policy's cross references.

This policy and accompanying regulation shall not apply to parent/guardian concerns or complaints filed on behalf of a student or concerning a student. If a parent/guardian files a complaint, the district shall follow applicable Board policy in responding to the complaint, as listed in this policy's cross references.

CROSS REFS.: AC, Nondiscrimination/Equal Opportunity
IKE, Retention, Promotion and Acceleration of Students
JKD/JKE, Suspension/Expulsion of Students
JRA/JRC, Student Records/Release of Information on Students
KEC, Public Concerns/Complaints about Instructional Resources

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Most complaints can be resolved by informal discussions between a citizen and employee or the employee's immediate supervisor. The formal complaint process is reserved for complaints which cannot be resolved in such a manner.

The following procedures apply to the processing of a complaint by a citizen against an employee of the District.

- Step 1. A citizen not able to resolve a complaint against an employee after informal discussion with the immediate supervisor and/or employee, may request a meeting with the appropriate department or division head to attempt resolution of the problem. The department or division head shall have the authority to determine who may attend the meeting.
- Step 2. A citizen dissatisfied with the results of the Step 1 meeting may file a formal complaint using the Citizen Complaint Against Employee form available in the Human Resources Office.
- a. The complaint form will be addressed to and processed by the Division of Human Resources, which will send a copy of the filed complaint form to the employee against whom the charge is being made.
 - b. The employee may provide a written response to the charge to the Human Resources Office within five working days after receipt of the complaint. In the event of an extenuating circumstance, the time limit may be extended by the Division of Human Resources.
 - c. The employee may be accompanied by a representative during any part of the Step 2 proceedings, if desired.
 - d. The Division of Human Resources may interview the employee and conduct such investigation and interview of other persons as it deems necessary to provide information regarding the complaint.

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- e. The Division of Human Resources may suggest a resolution to the complaint and/or set up a conference committee consisting of the employee and the complainant and their representatives, if desired, and other personnel as determined by the Division of Human Resources. The meeting of the conference committee is to be privately conducted and the purpose will be to resolve the complaint.
 - f. If the Division of Human Resources is unable to resolve the issue, a report and recommendation shall be submitted to the Superintendent of Schools for consideration and action.
- Step 3.
- a. If the complainant is not satisfied with the results of Step 2, and the complainant has fully and in good faith cooperated in the above steps, the complainant may request that the Superintendent of Schools report the matter to the Board of Education for further consideration.
 - b. The employee may be accompanied by a representative during any part of the Step 3 proceedings, if desired.

If, as a result of a citizen complaint against an employee, the District is contemplating disciplinary action against the employee, the District will not initiate said disciplinary action until the employee has been given an opportunity to meet with the immediate supervisor and/or department or division head and/or Chief Personnel Officer.