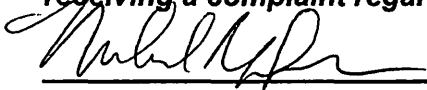


## Policy Title: 4.3 Handling of Operational Complaints

*The Winooski School Board presents our monitoring report on our Governance Process policy with respect to the provisions of Policy 4.3: To ensure that the board fulfills its accountability to the ownership, but does not interfere in matters it has delegated to the superintendent, the following process shall be followed in the case of a board member receiving a complaint regarding an operational matter. Accordingly:*



**Board President**

10/17/19

**Date**

### **Policy 4.3.1:**

*The board member shall inquire if the proper internal communication protocol for registering concerns has been followed. If not, the individual shall be directed to the appropriate person and the board member shall take no further action.*

### **Interpretation:**

By "proper internal communication protocol" we interpret this to mean the direct line from teacher through principal through superintendent then to the board. If the complaint is with a teacher the complainant should first communicate directly with the teacher. If that does not resolve the complaint the next step is with the principal or director. If still not resolved the superintendent is the next step before the board gets involved.

### **Evidence:**

Several complaints have been brought to the attention of the board through email in the recent past. In each case the complainant was referred to the Superintendent to investigate the path that had been taken to date and where the next steps needed to be taken. In each of these recent cases the results were reported back to the Board Chair and the issues were resolved at the appropriate level. One issue involved treatment of community members by the staff.

**Conclusion:** We report compliance.

### **Policy 4.3.2:**

*The board members shall not offer any evaluative comments or solutions.*

### **Interpretation:**

We interpret this to mean that when a complaint is brought to the board's attention that we do not judge or give our opinions on the situation, rather the issue is referred to the appropriate individual or through the superintendent for coordination.

### **Evidence:**

Superintendent McMannon has confirmed that he has not been told of promises or input from board members being in conflict with the procedures.

**Conclusion:** We report compliance.

**Policy 4.3.3:**

*If the internal protocol has been followed and the concern has not been resolved through that action, the board member shall explain to the individual that the board has delegated certain responsibilities to the superintendent, and that the board holds the superintendent accountable. Indicate to the individual that the superintendent will be asked to ensure that the matter is looked into and respond directly.*

**Interpretation:**

We interpret "internal protocol has been followed" to be in regard to issues related to means and do not have a legal component to them. For these issues the superintendent has complete jurisdiction. In these cases the board will refer the issue back to the superintendent and ensure that steps have been taken to document the issue and the actions taken.

**Evidence:**

Evidence is based on the issues that have come before the board. These include contractual items that have a resolution path through the full board but no issues related to means.

**Conclusion:** We report compliance.

**Policy 4.3.4:**

*The board member shall ask the individual to contact him or her again if the matter has not been addressed within a reasonable time period.*

**Interpretation:**

We interpret this to mean that a follow-up contact with the individual will inquire only about whether the matter had been addressed by the appropriate school district staff member. We interpret a reasonable amount of time to be a period of time agreed to by the parties at the time of the original contact and/or after each contact until the matter has been addressed. Typically this time should not exceed two weeks.

**Data:**

Data based on input from superintendent during the review of this policy.

**Conclusion:** We report compliance.

**Policy 4.3.5:**

*The board members shall inform the superintendent of the complaint and request that it be handled.*

**Interpretation:**

We interpret this to mean that upon receiving a complaint a board member will deliver the message to the Board Chair and superintendent to ensure it is handled according to normal procedures.

**Data:**

Based on input from the superintendent.

**Conclusion:** We report compliance.

**Policy 4.3.6:**

*If after completing the above steps the individual feels that he/she was not treated in a manner consistent with policy, or that the superintendent did not act in compliance with policy, he/she may request in writing to the board chair a review by the board at its next regularly scheduled meeting.*

**Interpretation:**

We interpret this to mean that when someone contacts a board member or the board with a complaint about something related to school operations and runs through all the stages of redress in the system (support staff, teacher, principal/director, superintendent), we would then be willing to hear the matter.

**Data:**

In grievance matters that have come before the board, they have been dealt with first with the superintendent and only after coming to the board for resolution. Where relevant the board has sought outside counsel.

**Conclusion:** We report compliance.