

4000 - Community Relations

Complaints Concerning Staff or Programs Procedure - 4220P

The following guidelines and procedures are intended to protect the rights of all individuals and to assist parents/community members or citizens, and district employees to resolve concerns. These guidelines are based on the belief that satisfactory resolution of problems most often occurs when those parties directly involved have the opportunity to discuss their concerns with each other and work together to resolve the issues.

The procedure outlined below should be followed for any complaint against an Issaquah School District employee. Complaints must be filed in the school year for which the concern occurred. The school year is the full calendar year so a complaint regarding an incident that occurred in June could still be filed through August of that same calendar year. This procedure is not for complaints arising out of student discipline (WAC 180-40), special education (WAC 392-172A) or are criminal in nature.

Alterations for the 2021-22 school year

Some of the regulations may not be in effect as written given current guidance and/or emergency rules from the state legislature, OSPI, the State Board of Education and other governing bodies. Please see our [Returning to School 2021-22 FAQ page](#) for more information on practices that may be altered at this time.

Code: 4220P

Adopted: 9/13/1997

Last Revised Date:
10/19/2021

Step 1:

First the parent/community member shall be required to attempt to resolve the concern or complaint with the individual employee.

Step 2:

If the employee and the parent/community member have not resolved the concern or complaint at Step 1, either party shall attempt to resolve the concern or complaint with the principal or immediate supervisor of the employee to assist with resolution.

Step 3:

If the concern or complaint is not resolved to the parent's/community member's satisfaction, the parent/community member must then put the complaint in writing on the *Parent/Community Member Complaint Form* and present it to the building principal or immediate supervisor. The building principal or supervisor must give the employee named in the complaint a copy of the complaint within three (3) working days* of the receipt of the form.

Within ten (10) working days* after the filing the *Complaint*, the principal or supervisor must discuss the *Complaint* with the employee, who may have an association/union representative present. The employee shall have ten (10) working days* after the discussion with their supervisor to file a written response with the building principal or supervisor. Following the principal's or supervisor's inquiry or investigation of the *Complaint*, his/her/their response shall be sent by certified mail to the parent/community member not more than thirty (30) working days* after the filing of the complaint. A copy of the administrator's response shall be given to the employee and retained in the building file or District legal file no later than that date.

Should a timeline need to be extended in Step 3, the principal or immediate supervisor shall provide written notice to the parent/community member within fifteen (15) working days* after the filing the *Complaint*.

Step 4:

If resolution is not attained at Step 3, the association/union shall have the option to formally represent the employee involved.

If the parent/community member is not satisfied with the response of the principal or supervisor, the parent/community member may appeal to the Superintendent or designee in writing within ten (10) working days* of receipt of the Step 3 response. Copies of the appeal request shall be sent to the employee, the principal or supervisor, the Board of Directors and the association/union within three (3) working days* of its receipt by the Superintendent.

Upon receipt of the appeal, the Superintendent or designee shall review any previous inquiry or investigation of the *Complaint* or conduct a new inquiry or investigation and forward a response by certified mail to the parent within fifteen (15) working days.* At the same time copies of the response shall be given to the employee, the principal or supervisor, the Board of Directors and the association/union.

Should a timeline need to be extended in Step 4, the Superintendent or designee shall provide written notice to the parent/community member within fifteen (15) working days* after the filing the *Complaint appeal*.

Step 5:

If the parent/community member is not satisfied with the response of the superintendent or designee, the parent may submit a request for a review of the superintendent's decision by the Board of Directors within ten (10) working days* of receiving the Superintendent's decision.

The appeal to the Board of Directors, however, is a discretionary review and the Board may decide to accept the superintendent's decision or review it. The Board president shall determine the level of review. In either case, the Board will give its written decision within ten (10) school days as to whether it will accept the decision by the superintendent or complete a review. If the Board does choose to review of the superintendent's decision, the Board will then determine the review process. If a review takes place, the Board of Directors shall forward a written response by certified mail to the parent/community member within thirty (30) working days* of the request to review. At the same time, copies of the response shall be given to the employee, the principal or supervisor and the association/union.

Should a timeline need to be extended in Step 5, the Board of Directors shall provide written notice to the parent/community member within fifteen (15) working days* after the filing the *Complaint appeal*.

All of the timelines contained herein can be adjusted by the District, with notice, if the nature of the *Complaint* or time of filing indicates that more time is needed to complete further review, to conduct a new inquiry or investigation, and to process the complaint.

* For purposes of these guidelines and procedures, the term "working day" shall mean any day during the regular school year on which children are scheduled to attend school.

Equal Opportunity Notice

The Issaquah School District complies with all applicable federal and state rules and regulations and does not discriminate on the basis of sex, race, creed, religion, color, national origin, age, honorably discharged veteran or military status, sexual orientation including gender expression or identity, the presence of any sensory, mental or physical disability, or the use of a trained dog guide or service animal by a person with a disability in its programs and activities, or employment related matters, and provides equal access to the Boy Scouts and other designated youth groups. The following employees are designated to handle questions and complaints of alleged discrimination: Executive Director of Human Resources, District Title IX Coordinator, Section 504/ADA Coordinator or Compliance Coordinator for 28A.540 and 28A.642 RCW, in writing or by telephone. The Issaquah School District will also take steps to assure that national origin persons who lack English language skills can participate in all educational programs, services and activities. For information regarding interpretation and translation services or transitional bilingual education programs, contact Kathy Connally in writing or by telephone.

For general information or to be directed to a specific department, please contact the ISD Receptionist at 425-837-7000.

Amanda Dorey, Title IX Coordinator • Jordan Frost, District HIB Coordinator • Amanda Dorey, Civil Rights Compliance Officer •
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