

**Concerns and Complaints****GBK**

VLACS takes concerns and problems voiced by students, parents, and members of the public seriously. The purpose of receiving complaints is to reduce potential areas of concerns and problems and to establish and maintain recognized channels of communication and accountability. This policy contains the framework whereby an individual may voice a complaint.

A “complaint” is a concern or problem presented to VLACS. VLACS encourages individuals with a complaint to resolve the concern or problem with the individual subject to the complaint to the extent possible.

If a complaint addresses one or more of the issues identified below, students and parents should use the complaint/reporting process available in the following policies:

1. Non-Discrimination – Policy AC
2. Rights of Disabled/Handicapped Persons – Policy ACE
3. Equal Opportunity Employment – Policy GBA
4. Sexual Harassment and Violence – Policy GBAA
5. Educator Code of Conduct – Policy GBEAB
6. Staff Conduct with Students – Policy GBEB
7. Pupil Safety and Violence Prevention - Policy JICL
8. Reporting Child Abuse or Neglect – Policy JLF

For complaints which do not fall within the above policies, the individuals should use the general complaint process as outlined below.

Complaints should be handled at the lowest practical level.

- In matters concerning any area of disagreement, the employee, parent, vendor, and/or patron should take the complaint directly to the involved staff member.
- If unresolved, the complaint can be taken to the employee’s supervisor, a Director, the Chief Operating Officer, and then to the CEO.
- If the matter remains unresolved, the CEO shall inform the complainant that there is further right of appeal to the Board of Trustees, and if it is their desire he/she shall refer the case to the Board for action.

If an individual board member receives communications or complaints from employees, parents, vendors, and/or patrons, they

will listen to the communication or complaint and refer the reporting individual to the appropriate district employee. They will also review the district protocol with the reporting individual.

### **Complaints about the Board of Trustees**

Complaints against the board as a whole or against an individual board member should be made to the board chair on behalf of the board. If the complaint is about the board chair, the complaint shall be made to the board vice chair.

### **Communications between the Board of Trustees and VLACS employees**

Non-complaint related communications between VLACS employees and the Board of Trustees are governed by policy BHC, Board-Employee Communications.

Law Reference:

Date Adopted: November 18, 2021, January 19, 2023