

SECTION K: SCHOOL-COMMUNITY RELATIONS

Section K of the EPS/NSBA/OSBA policy classification system provides a repository for statements on relations with the general public and with other community and public agencies except other educational agencies and groups.

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SCHOOL-COMMUNITY RELATIONS GOALS

Schools belong to the public, and the public is entitled to be informed about the operations of the school system. Schools operate best when they have a positive relationship with the community in which the citizens can make known their desires, and the Governing Board can make known its plans and actions. It is the responsibility of every member of the Educational Service Center staff to promote good school-community relations. The school-community relations program of the Educational Service Center will be directed by the Superintendent and will be based upon the following principles:

1. The school-community relations program will be a planned, systematic, two-way process of communications between the Educational Service Center and the community.
2. The program may use media sources and other forms of communications available to effectively communicate with the citizens and employees of the Educational Service Center
3. Communications with the public should promote involvement, objective appraisal and support.
4. Communications must be internal as well as external and should provide factual, objective and realistic data.
5. The school communications program should be responsive both to events as they arise and to evaluations of the program.

[Adoption Date: 5/28/96]

LEGAL REF.: OAC 3301-35-03(J)

CROSS REF.: AE, School District Goals and Objectives

PUBLIC'S RIGHT TO KNOW

The Governing Board supports the right of the people to know about the programs and services of their schools and will make every effort to disseminate appropriate information. Business of the Governing Board is discussed, and decisions are made, at public meetings of the Governing Board, except such matters as are properly discussed in private executive sessions.

The official minutes of the Governing Board, its written policies and its financial records will be open for inspection in the office of the Treasurer during the hours when the administration offices are open. A copy of the policy manual may be kept at the Wood County Educational Service Center library; however, no records pertaining to individual students will be released for inspection by the public or any unauthorized persons, either by the Treasurer, Superintendent or other persons responsible for the custody of confidential files.

Any individual who wants to obtain a copy of a public record may request to have the record duplicated on paper, on the same medium on which the record is kept, or on any other medium the Superintendent/designee determines that the record can be reasonably duplicated as an integral part of normal operations. If the person seeking the copy makes a choice under this provision, the Educational Service Center must provide the record in accordance with that choice if available to the Educational Service Center.

The Educational Service Center may ask that the request be put in writing. However, the Educational Service Center must notify the requester that it is not mandatory to do so. The Educational Service Center provides an opportunity for a records requester making an ambiguous or overly broad request to revise the request by informing the requester of the manner in which records are maintained.

Records pertaining to individual students and other confidential materials are not released for inspection. Only that information deemed "directory information" may be released from an individual student's file, and only after complying with the regulations prepared by the administration for the release of such information. Student directory information is not released for profit-making purposes or when parents have affirmatively withdrawn their consent to release in writing. Student records that consist of "personally identifiable information" generally are exempt from disclosure.

All records responsive to the request are made available in a reasonable period of time. The Educational Service Center makes the requester aware of any information that is exempt from disclosure requirements by notifying the requester of any redacted information or by making redactions in a plainly visible manner. If a public records request is denied, the Educational Service Center provides an explanation with legal authority for the denial of the request. This explanation is provided in writing if the request is made in writing or if the Superintendent/designee determines written explanation is necessary.

The Superintendent/designee transmits the information sought by mail or by any other means of delivery requested, if the method is reasonably available. The number of mail requests sent to any one person may be limited to 10 a month unless the person certifies, in writing, that neither the records nor the information in them will be used for commercial purposes.

The person making the request pays the cost of postage and other fees in advance. The costs for public records are as follows: The charge for paper copies is 10 cents per page. The charge for downloaded computer files to a compact disc is \$1.00 per disc. There is no charge for documents sent via e-mail. Requesters may ask that documents be mailed to them. They will be charged the actual cost of postage and mailing supplies.

The Governing Board's public records policy is posted in a conspicuous location in the Educational Service Center. The policy is distributed directly to the records custodian and receipt of the policy by the custodian is acknowledged. A copy of the records retention schedule is maintained and readily available to the public in the central office.

[Adoption Date: 5/28/96]

[Amended Date: 5/30/00]

[Amended Date: 4/24/07]

[Amended Date: 11/20/07]

[Amended Date: 7/23/13]

LEGAL REFS.: Family Educational Rights and Privacy Act; 20 USC, Section 1232g
ORC 121.22
149.011; 149.35; 149.381; 149.41; 149.43
3319.321
20 U.S.C. 1232i (Buckley Amendment)
OAC 3301-35-03

CROSS REFS.: BDC, Executive Sessions
BDDG, Minutes
EHA, Data and Records Retention
GBL, Personnel Records
IGBA, Programs for Handicapped Students
JO, Student Records
KA, School-Community Relations Goals

Wood County Educational Service Center
1867 N. Research Drive
Bowling Green, OH 43402
Phone: 419-354-9010
FAX: 419-354-1146

I, _____, do hereby acknowledge receipt of the Public's Right
to

Know policy (KBA), and further understand my rights and responsibilities when public information
is

requested from the Wood County Educational Service Center.

Signature

Date

Position

NEWS RELEASES

The procedures regarding news releases will be as follows:

1. The Governing Board president will be the official spokesperson for the Board, except as this duty is delegated to the Superintendent or another Board member.
2. News releases which affect the Educational Service Center in general or pertain to established Educational Service Center policy are the responsibility of the Superintendent or a designated member of the administrative staff.
3. News releases which are of concern to only one program are the responsibility of the supervisor, coordinator, Director or Superintendent.
4. The Governing Board expects the Educational Service Center to maintain a vital and effective link with the media sources of the community. This includes a variety of forms and forums. This effort will be directed by the Governing Board President or his/her designee.

[Adoption Date: 5/28/96]

BROADCASTING AND TAPING OF BOARD MEETINGS

Photographic and electronic audio and video broadcasting and recording devices may be used at regular and special Governing Board meetings legally open to the public according to the following guidelines:

1. Photographs, broadcasting and recordings of meetings are permitted only when all parties involved have been informed that cameras, broadcasting and/or recording devices will be used.
2. Persons operating cameras, broadcasting and/or recording devices must do so with a minimum of disruption to those present at the meeting. Specifically, the view between Governing Board members and the audience must not be obstructed, interviews must not be conducted during the meeting and no commentary is to be given in a manner that distracts Governing Board members or the audience.
3. The Governing Board has the right to halt any recording that interrupts or disturbs the meeting.

The Board will make the necessary arrangements to have audio recordings of all regular meetings and any special meeting that it deems appropriate.

[Adoption Date: 5/28/96]

LEGAL REFS.: U.S. CONST. amend. I

ORC 121.22
2911.21
2917.12
2921.31
3313.20

TAX ISSUES

The Governing Board will examine financial needs in advance of any levy elections. The Board will provide the public with information on school building needs and on levy elections; however, it will not use Educational Service Center funds to promote approval of school-related tax issues.

To promote community support, a citizens' committee for better schools may be formed.

[Adoption Date: 5/28/96]

LEGAL REFS.: Ohio Const. art XII, § 2, § 5
ORC Chapter 133
3311.21
3313.46
3315.07
3501.01
Chapter 5705
5748.01

CROSS REF.: BCF, Advisory Committees to the Board

COMMUNITY INVOLVEMENT IN DECISION MAKING

The community of the Wood County Educational Service Center includes the residents of the local, exempted village, and city school districts served by the Educational Service Center. Community participation in the affairs of the schools is important if the Educational Service Center and the community are to maintain mutual confidence and respect and work together to improve the quality of education for students. The Governing Board will endeavor to identify the wishes of the community and to be responsive to those wishes.

All citizens will be encouraged to express ideas, concerns and judgments about the schools to the school administration, the staff, to any appointed advisory bodies and to the Board.

Residents who are specially qualified because of interest, training, experience or personal characteristics will be encouraged to assume an active role in school affairs. From time to time they may be invited by the Board to act as advisors, individually and in groups, in such areas as:

1. clarifying general ideas and attitudes held by residents in regard to the schools;
2. developing Board policies under which the school system is to be managed;
3. establishing administrative arrangements and regulations designed to help to implement these policies;
4. determining the purposes of courses of study and special services to be provided for students;
5. evaluating the extent to which these purposes are being achieved by present policies and/or
6. solving a specific problem or set of closely related problems about which a decision must be made.

The Governing Board and the staff will give consideration to the advice they receive from individuals and community groups interested in the district. Final authority for all decisions shall rest with the Board.

[Adoption Date: 5/28/96]

LEGAL REF.: OAC 3301-35-03(J)

CROSS REF.: BCF, Advisory Committees to the Board

PUBLIC PARTICIPATION AT GOVERNING BOARD MEETINGS

All meetings of the Governing Board will be open to the public.

In order for the Governing Board to fulfill its obligation to complete the planned agenda in an effective and efficient fashion, a maximum of 30 minutes of public participation will be permitted at each meeting.

Each person addressing the Governing Board will give his name and address. If several people wish to speak, each person will be allotted three minutes until the total time of 30 minutes is used. During that period, no person may speak twice until all who desire to speak have had the opportunity to do so. Persons desiring more time should follow the procedure of the Governing Board to be placed on the regular agenda. The period of public participation may be extended by a vote of the majority of the Board.

Agendas are available to all those who attend Board meetings. The section on the agenda for public participation shall be indicated. Noted at the bottom of each agenda shall be a short paragraph outlining the Board's policy on public participation at Board meetings.

[Adoption Date: 5/28/96]

[Amended Date: 02/25/2020]

LEGAL REFS.: ORC 121.22
3313.20

CROSS REFS.: BD, School Board Meetings
BDDDB, Agenda Format
BDDC, Agenda Preparation and Dissemination

COMMUNITY USE OF THE
EDUCATIONAL SERVICE CENTER PREMISES
(Equal Access)

Although the basic purpose of the Wood County Educational Service Center premises is to provide the youth of the community a sound educational program, the complete function of education is not achieved until the Educational Service Center premises are made to serve the entire community. To accomplish this objective, when Educational Service Center premises are not in use for Educational Service Center purposes, the Governing Board shall, upon payment of the prescribed fee and subject to the requirements of applicable regulations, permit the use of Educational Service Center premises for auxiliary, educational, recreational, cultural, civic, social, religious or other Governing Board-approved purposes.

The Educational Service Center may rent or lease premises to a public or non-public university for use for evening and summer classes.

Any school within the Educational Service Center receiving Title I funding must offer the same premises access to Boy Scouts as to other organizations.

[Adoption Date: 2/28/12]

[Amended Date: 4/28/15]

[Amended Date: 10/20/2020]

LEGAL REFS.: The Elementary and Secondary Education Act; 20 USC 1221 et seq.
Title VIII, Section 801
ORC 3311.215
3313.75; 3313.76; 3313.77; 3313.78; 3313.79
3320.01; 3320.02; 3320.03
4303.26

CROSS REFS.: KGB, Public Conduct on Educational Service Center Property
KI, Public Solicitations in the Schools

COMMUNITY USE OF EDUCATIONAL SERVICE CENTER PREMISES
(Equal Access)

The Governing Board encourages the community use of the Educational Service Center premises. It is necessary, however, to ensure that such use does not interfere with the regular work purposes, impose undue burden upon personnel or strain the limited funds allotted for building services and maintenance; therefore, specific regulations have been established.

Conditions Governing Use of Office Premises:

1. No building is used for commercial or personal gain.
2. No building is used for any fund-raising activity unless the proceeds are for approved charitable, educational, character-building or other community welfare purposes.
3. Building use is not permitted for private individuals or family affairs. Buildings are to be reserved for community group use only.
4. No group will, under any circumstances, tamper with any electrical or heating controls.
5. There is no smoking in the building.
6. The Board reserves the right to require, if it should deem necessary, that groups using the building post a cash bond to cover any damages which might be done to any property, equipment or grounds.
7. Groups which use the premises must possess liability insurance.
8. The use of the building shall not be rented for any purpose which is prohibited by law.

Permits:

A permit is necessary when a group or organization, not part of the Educational Service Center, wants to use the building. An applicant for a permit must assure the Superintendent that the group/organization complies with all regulations and respects the property, equipment and grounds of the Educational Service Center.

A sponsoring organization or group must indicate that it:

1. guarantees orderly behavior
2. underwrites any damages due to its use of the premises
3. pays for the use of equipment, property or grounds at the established rates
4. possesses liability insurance

Processing the Permit Application:

Application forms are available in the office of the Superintendent. The application for a permit to use the building is filed with the Superintendent at least 30 days prior to the date of the proposed use.

After checking for any type of Educational Service Center conflict on the composite calendar, the responsible official notifies the applicant of the approval or disapproval of the request at least seven days in advance of the requested date of use.

Use of Special Equipment:

Arrangements for the use of special equipment belonging to the Educational Service Center must be made with the Superintendent at the time application is filed. Educational Service Center equipment must be carefully maintained, accounted for and properly used since it involves a considerable expenditure. It is a general policy not to loan equipment to outside groups. An exception may be made if a staff member accompanies the group and operates the equipment and the request is approved by the Superintendent.

[Adoption date: 12/21/04]

[Amended Date: 4/28/15]

COMMUNITY USE OF EDUCATIONAL SERVICE CENTER **PREMISES**
(Equal Access)

_____ (Indemnitor) agrees to indemnify and
HOLD HARMLESS the Governing Board and its agents and employees from all liability, claims,
demands, damages or costs for, or arising out of _____ (subject of
indemnity) whether it be caused by the negligence of Indemnitor or the _____
(organization) or either party's agents or employees, or otherwise.

File: KG-E2

Look up under Policies: KG-E2

Karen L had to modify this to fit on one page using header/footer, etc.

PUBLIC CONDUCT ON EDUCATIONAL SERVICE CENTER PROPERTY

All persons on school premises will be expected to abide by applicable laws, local ordinances, Governing Board policies and building regulations.

No person on school premises will assault, strike, threaten, menace or use improper, indecent or obscene language toward a teacher, instructor, other employees of the schools or students.

Unless otherwise permitted by law, no person is permitted to bring deadly weapons or dangerous ordnances into a school safety zone.

No person will disrupt, disturb or interfere with the teaching of any class of students or any other activity conducted in a school building or upon the campus or grounds.

Whoever violates the above policy and building regulations will be asked to leave the premises by whoever is in charge. Should that person refuse, the police will be called. If the offender should be a student, the person in charge should report the student to the appropriate principal and/or supervisor. The Educational Service Center will cooperate in any prosecution pursuant to the criminal laws of the State of Ohio and local ordinances.

[Adoption Date: 5/28/96]

[Amended Date: 12/21/04]

[Amended Date: 12/16/08]

LEGAL REFS.: Gun-Free Schools Act; 20 USC 8921
ORC 2907.03
2909.05-2909.07
2923.1212; 2923.122
3313.20

CROSS REF.: GBCB, Staff Conduct
JFC, Student Conduct (Zero Tolerance)
KG-R, Community Use of Educational Service Center Facilities (Equal Access)

SMOKING ON EDUCATIONAL SERVICE CENTER PROPERTY

The Governing Board is dedicated to providing a healthy, comfortable and productive environment for its staff, students and citizens. Health professionals have determined that smoking poses health hazards not only for the smoker, but for the nonsmoker as well. Smoking is defined by State law as inhaling, exhaling, burning, or carrying any lighted or heated tobacco product or plant product intended for inhalation in any manner or in any form. Smoking also includes the use of an electronic smoking device and vapor products.

Recognizing these health issues, the Governing Board prohibits smoking as defined by State law in all Educational Service Center-owned, leased or contracted buildings.

Citizens failing to comply with this policy are educated as to State law and the Board's policy on smoking. Persons refusing to extinguish smoking materials are directed to leave school property and may be fined by the Ohio Department of Health or its designees.

A notice to this effect is posted at the entrance of the Educational Service Center building.

[Adoption date: 12/21/04]

[Amended Date: 4/16/14]

[Amended Date: 7/22/14]

[Amended Date: 11/23/2021]

LEGAL REFS.: The Elementary and Secondary Education Act; 20 USC 1221 et seq.
Goals 2000: Educate America Act; 20 USC 6081 through 6084
ORC 3313.20; 3313.751
3794.01; 3794.02; 3794.04; 3794.06
~~OAC 3301-35-02; 3301-35-05~~

CROSS REFS.: GBK, Smoking on Educational Service Center Property by Staff Members
JFCG, Tobacco Use by Students
KGB, Public Conduct on Educational Service Center Property

PUBLIC GIFTS TO THE SCHOOLS

Gifts, grants or bequests will be accepted by the Governing Board, provided the conditions of acceptance do not remove any portion of the control of the Educational Service Center from the Board.

Any person or organization desiring to give a gift or make a grant or bequest to the Governing Board must contact the Superintendent, who will submit the request to the Board.

Proposals for giving funds, equipment or materials to the school with a "matching" agreement or restriction are discouraged. Acceptance of donated equipment or materials may depend upon the compliance with, or experience related to, the Governing Board's policy of standardizing materials and equipment in the Educational Service Center.

Whenever the Educational Service Center has an established project, contributions which reduce the cost or hasten the completion will be welcome.

[Adoption Date: 5/28/96]

LEGAL REFS.: ORC 9.20
3313.36

PUBLIC SOLICITATIONS IN THE SCHOOLS

No person will sell or offer for sale within school buildings or on school property any articles or services or solicit contributions except those approved by the Superintendent or the Governing Board. This policy does not prohibit any school fund-raising activity authorized by the school administration.

Salespeople representing educational companies may be granted the opportunity to speak to teachers by making arrangements through the Directors or Supervisors. Such appointments will not interfere with the classroom work of the teachers.

The school directory or lists of students and staff will not be made available to any outside person or agency for a profit-making purpose.

[Adoption Date: 5/28/96]

LEGAL REFS.: ORC 2921.43; 2921.431

CROSS REFS.: GBI, Staff Gifts and Solicitations
JL, Student Gifts and Solicitations
KG, Community Use of School Facilities (Equal Access)
KK, Visitors to the Schools

File: KJ

ADVERTISING IN THE SCHOOLS

No notices, advertisements or written matter of any nature on behalf of persons or organizations not officially connected with the schools will be distributed or displayed in any school building or on school property without permission of the Superintendent. All notices, even by school personnel, will be approved by the program supervisor and, in case of doubt, by the Superintendent. Appeal of the Superintendent's decision may be made to the Governing Board.

[Adoption Date: 5/28/96]

VISITORS TO THE SCHOOLS

The Governing Board encourages parents and other citizens of the Educational Service Center to visit classrooms to observe the work of the schools and to learn what the schools are doing.

To ensure that no unauthorized persons enter buildings, all visitors to schools will report to the school office when entering, to receive authorization before visiting elsewhere in the building. (This policy does not apply when parents have been invited to a classroom or assembly program.)

Unauthorized persons will not be permitted in school buildings or on school grounds. School administrators are authorized to take appropriate action to prevent such persons from entering buildings and loitering on grounds.

[Adoption Date: 5/28/96]

LEGAL REF.: ORC 3313.20

CROSS REFS.: BG, Board-Staff Communications (Also GBD)
KGB, Public Conduct on School Property
KI, Public Solicitations in the Schools

PUBLIC COMPLAINTS

Constructive criticism of the Educational Service Center is welcomed by the Board. Although no member of the community will be denied the right to bring his/her complaints to the Board, he/she is referred to the proper administrative channels for solution before investigation or action by the Board. Exceptions may be made when the complaints concern Board actions or Board operations.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible. The staff should be given the opportunity to consider the issues and attempt to resolve the problems prior to involvement by the Board., The proper channeling of complaints involving instruction, discipline or learning materials is: employee, supervisor, director, superintendent and then the Board:

If a complaint, which was presented to the Board and referred through the proper channels, is resolved before it comes back to the Board, a report of the disposition of the matter is made to the Board and then placed in the official files.

The Board expects the staff to receive complaints courteously and to make a proper reply to the complainant.

Matters referred to the Superintendent and/or Board must be in writing and are expected to be specific in terms of the action desired.

[Adoption Date: 5/28/96]

[Amended Date: 12/21/04]

[Amended Date: 7/21/09]

LEGAL REFS.: ORC 121.22
 149.43

CROSS REFS.: KLB, Public Complaints About the Curriculum or Instructional Materials
 KLD, Public Complaints About School Personnel

PUBLIC COMPLAINTS ABOUT THE CURRICULUM OR INSTRUCTIONAL MATERIALS

The Governing Board recognizes the need and right of students to free access to many different types of books and materials. It also recognizes the right of the professional staff to select books and other materials supportive of the Educational Service Center's educational philosophy and goals.

Criticism of a book or other materials used in the school may be expected from time to time. In such instances:

1. If a parent requests that his own child not read a given book, the teacher and/or school administrator should resolve the issue, perhaps by arranging for use of alternative material meeting essentially the same instructional purpose.
2. The Board will not permit any individual or group to exercise censorship over instructional materials and library collections, but it recognizes that, at times, a re-evaluation of certain material may be desirable. Should an individual or group ask to have any book or other material withdrawn from school use:
 - A. The person who objects to the book or other material will be asked to sign a complaint on a standard form documenting his criticism.
 - B. Following receipt of the formal complaint, the Superintendent will provide for a re-evaluation of the material in question. He will arrange for the appointment of a review committee from among the faculty and community to consider the complaint.
 - C. The Superintendent will review the complaint and the committee's re-evaluation and will render a decision in the matter to the complainant within 15 days. Should the decision be unsatisfactory to the complainant, it may be appealed to the Board. A response to the complainant will be delivered within 15 days by the Board.

The Governing Board assumes final responsibility for all books and instructional materials which it makes available to students, and it holds its professional staff accountable for their proper selections. The Board also recognizes rights of individual parents with respect to controversial materials used by their own children and will provide for the re-evaluation of materials in library collections upon formal request.

[Adoption Date: 5/28/96]

[Amended Date: 12/21/04]

LEGAL REFS.: ORC 3329.07; 3329.08; 3329.09

CROSS REFS.: IIA, Instructional Materials
IIAA, Textbook Selection and Adoption
IIAC, Library Materials Selection and Adoption
INB, Teaching About Controversial Issues
KL, Public Complaints
KLD, Public Complaints About School Personnel

CITIZEN'S REQUEST FOR RECONSIDERATION OF
LIBRARY/CURRICULUM MATERIALS

Type of material (book, film, pamphlet, etc.) _____

Author _____

Title _____

Publisher (if known) _____

Request initiated by _____

Address _____

Telephone _____

Complainant represents: Self _____

 Organization _____

 Other _____

1. To what do you object? (be specific, cite pages, frames) _____

2. What do you believe might be the result of reading or seeing this material? _____

3. For what age group do you recommend this material? _____

4. Is there anything good about this material? _____

5. Did you read or see the entire material? _____

6. Are you aware of the judgment of this materials by professional critics? _____

7. What do you believe is the theme of this material? _____

8. What would you like you school to do about this material? _____

Do not assign it to my child.

Withdraw it from all students as well as my child.

Restrict it to more mature students.

Send it back for re-evaluation.

Signature of Complainant

PUBLIC COMPLAINTS ABOUT SCHOOL PERSONNEL

Complaints about school personnel will be investigated fully and fairly; however, before any such complaint is investigated, it must be submitted in writing and signed. Anonymous complaints will be disregarded.

Whenever a complaint is made directly to the Governing Board as a whole or to a Board member as an individual, it will be referred to the Director or Program Supervisor for study and possible solution. If the complaint is related to a claim of sexual harassment, the District's Title IX, sexual harassment grievance process will be followed.

The Superintendent will develop, for approval by the Governing Board, procedures that assure prompt and fair attention to complaints against school personnel. The procedure will require that an employee who is the object of a complaint be informed promptly and be afforded the opportunity to present the facts as he sees them.

If it appears necessary, the administration, the person who made the complaint, or the employee involved may request an executive session of the Board for a formal hearing and decision. Statutory restrictions on executive sessions will be observed.

[Adoption Date: 5/28/96]

[Amended Date: 12/21/04]

[Amended Date: 7/21/09]

[Amended Date: 10/20/2020]

LEGAL REF.: Education Amendments of 1972, Title IX; 20 USC 1681 et seq.
ORC 121.22
149.43

CROSS REF.: ACAA, Sexual Harassment
BDC, Executive Sessions
BDDH, Public Participation at Board Meetings (also KD)
GBL, Personnel Records
KL, Public Complaints
KLB, Public Complaints About the Curriculum or Instructional Materials

PUBLIC COMPLAINTS ABOUT DISTRICT PERSONNEL

The following procedures are to ensure that a citizen's complaint is given respectful attention and that the integrity of the educational program is upheld. "Complaint" in this regulation is restricted in meaning to that criticism of a particular employee by a citizen of the District that includes or implies a demand for action by District authorities. Other comments and suggestions are referred informally to appropriate personnel. If the complaint is related to a claim of sexual harassment, the District's Title IX sexual harassment grievance process will be followed prior to following the process outlined below.

1. If a complaint comes first to the person against whom it is directed, he/she listens and may try to resolve the difficulty by explaining the background and educational purpose involved. If the complaint remains unsatisfied, the employee refers the complainant to the supervisor to have his/her views considered further. Whether the complaint terminates with the individual staff member involved or seems likely to go further, the staff member immediately informs his/her supervisor of complaint.
2. If a complaint comes first to the supervisor of the person criticized, the supervisor should make no commitments, admissions of guilt or threats. If the complaint involves a particular employee, the supervisor should suggest a conference between the complainant and the employee criticized and should inform that employee immediately of the complaint. If the complainant has already met with the employee criticized and remains unsatisfied, the supervisor should invite the complainant to file the complaint in writing.
3. If a complaint comes first to any other school employee, that employee refers the complainant to the person criticized or to his/her immediate supervisor and immediately informs both.
4. No further action on the complaint should be taken unless the complainant submits the complaint in writing.
5. When a written complaint is received, the supervisor schedules a conference with the complainant, the person criticized and, if advisable, the department chairman or other personnel who, in the opinion of either the supervisor or the person criticized, could contribute to a resolution of the problem.
6. If the complainant is not satisfied with the results of the conference above, he/she should then be referred to the Superintendent, who may handle the complaint personally or refer it to other personnel, as he/she may see fit.

File: KLD-R

7. Should dissatisfaction remain after the above steps have been taken, the matter may be placed on the agenda for the next regularly scheduled Board meeting. The decision of the Board is communicated in writing to all interested persons.

[Approval Date:10/20/2020]

Page 2 of 2
File: KLE

CUSTOMER COMPLAINT POLICY

It is the policy of the Governing Board to develop and practice reasonable and effective means of resolving complaints directed to employees of the ESC. This policy is to improve and maintain recognized two-way channels of communication between customers and WCESC.

The Governing Board intends to expedite the process for all parties concerned. The policy, therefore, is designed to secure proper and equitable solutions at the lowest appropriate level, and to facilitate an orderly succession of procedures within which solutions may be pursued.

For purposes of this policy, the terms herein shall have the following listed definitions:

Customer

- anyone who uses WCESC services

WCESC Program & Employees

- any program supervised and/or operated by WCESC

[Adoption Date: 3/28/06]

Look up under Policies: KLE-E

Karen L had to modify this to fit on one page using header/footer, etc.