

## **KED1—Public Concerns and Complaints about Facilities and Services Procedures**

Citizens of the School who have complaints about School facilities or services may register such complaints with the Administrator.

### **Required Information:**

- Name(s) of person(s) making the complaint.
- Whether the person(s) represents an individual or group.
- Whether the person(s) making the complaint has discussed the problem with the Administrator.
- A summary of the complaint and suggested solution.

### **Processing of Complaint:**

The complaint shall be presented in writing, with a suggested solution, to the Administrator. Ten (10) working days will be allowed for a reply.

If a satisfactory response is not received within ten (10) working days, a copy of the complaint may be forwarded to the Board for its consideration. Consideration as to the disposition of the complaint will be given within thirty (30) working days.