



**Boulder Valley School District**

**File: KL**

**Adopted: June 11, 1987**

**Revised:**

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**Associated Regulation: KL-R**

## **PUBLIC COMPLAINTS**

The Board of Education intends to foster a close working relationship between the Boulder Valley Public Schools and its employees and patrons by providing a fair, orderly, and timely process for handling concerns and complaints concerning the operation of the schools. This policy shall apply to all public complaints except those included in Policy KLB, Public Complaints About the Curriculum or Instructional Materials or Strategies.

The Board of Education relies on its teachers and administrators to resolve concerns of patrons. It is the policy of the Board to provide for such resolution at the level most directly involved first and in an informal manner if possible. If such resolution cannot be accomplished, however, procedures shall be made available for review at the highest administrative level with an opportunity for appeal to the Board of Education.

Complaints shall be resolved consistent with policy and regulation and other standards of good educational practice adhered to by the Boulder Valley School District.

AGREEMENT REF.: Agreement Between the Board of Education and the Teachers Represented by the Boulder Valley Education Association, Grievance Procedure

CROSS REF.: KLB, Public Complaints About the Curriculum or Instructional Materials or Strategies

**End of File: KL**