

# POLICY KE

## Las Cruces Public Schools

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**Related Entries:** KE-R  
**Responsible Office:** Associate Superintendent for Instruction

### **PUBLIC CONCERNS AND COMPLAINTS**

#### **I. PURPOSE**

To ensure that inquiries, concerns and complaints received from the public about Las Cruces Public Schools – including matters of instruction, operation and finance and personnel issues – are resolved as expeditiously and satisfactorily as possible.

#### **II. BACKGROUND**

The LCPS Board of Education values public input. As elected officials, board members place a high value on open communication among and input from parents, students, school district staff and members of the community.

The board also believes it is essential to the effective operation of the school district that there is a process in place through which the public can pursue inquiries and, when necessary, complaints.

#### **III. POSITION**

- A. Parents, students and community members with complaints or concerns regarding any aspect of LCPS shall be encouraged to seek a resolution at the lowest possible administrative level and by the informal process of cooperative agreement among the affected parties.
- B. When the results of the informal approach to a complaint are not satisfactory, the complainant should have the opportunity to pursue the matter through a formal complaint process.
- C. The Superintendent of Schools shall establish a process for responding to inquiries and complaints from the public. That process shall provide at least the following steps and safeguards:
  1. Encouragement of the informal process initially;
  2. Provisions for a formal, documented, decision-making process regarding a complaint;
  3. Provisions for the complainant's right to appeal a decision;
  4. Establishment of reasonable time limits for the resolution of complaints;

5. Protection of individual rights with regard to such matters as equity, access, due process and privacy;
  6. Requirements for case records and files.
- D. When a complaint or concern is made directly to the Board of Education as a whole during a board meeting or to an individual board member, the issue shall be referred to the Superintendent or his/her designee for resolution.
- E. The Superintendent of Schools shall promulgate a regulation for the enforcement of this policy.

**IV. REVIEW**

This policy shall be reviewed on an ongoing basis in accordance with the Board of Education policy review process.



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*Board of Education, President*

November 15, 2011

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*Date Approved*

**History:** Formerly Policy #170: Public Participation in School Affairs; 12.02.03: revised as Policy #170: Public Inquiries and Complaints, revised as Policy KE: Public Concerns and Complaints 11.15.11

**Legal Reference:**