Public Concerns and Complaints

Policy: KE-R

In accordance with this regulation’s accompanying policy, this regulation contains the procedures to follow when a member of the public files a formal complaint against the Rocky Mountain School of Expeditionary Learning.

Any member of the public may file a formal complaint within the same school year that the incident or concern that is the subject of the complaint occurred. Any complaint filed outside of this timeline or not in accordance with these procedures shall not be considered.

If the public complaint does not involve personnel and the most direct staff member involved is the executive director, the person may request to start at Step 3 of the following process. Otherwise, complaints shall be processed beginning at Step 1, defined below.

The public complaint process shall be as follows:

Step 1. Generally, the first step is to discuss the complaint or concern with the Rocky Mountain School of Expeditionary Learning employee responsible for the event or action that forms the basis for the complaint.

Step 2. If the complaint is not resolved at Step 1, the person may initiate a formal complaint that shall be written, dated and signed. The person may then request review of the formal complaint by submitting it to the Rocky Mountain School of Expeditionary Learning employee having direct administrative or supervisory responsibility over the work of the employee involved in the complaint. Such complaint shall be filed within 20 working days of discussing the complaint pursuant to Step 1. If the supervisor or administrator determines that the complaint cannot be resolved informally with a meeting between the parties, then the supervisor or administrator shall render a written decision within 10 working days of receipt of the complaint.

Step 3. If the complaint is not resolved at Step 2, the person may request review of the formal complaint by submitting it to the executive director within 10 working days of receipt of the decision in Step 2. If the executive director or executive director’s designee determines that the complaint needs further response, the executive director or the executive director’s designee shall render a written decision within 10 working days of receipt of the complaint and any written decision from Step 2.
Step 4. If the complaint is not resolved at Step 3, the person may request review of the formal complaint by submitting a written request to the Board of Education within 10 working days of receipt of the decision in Step 3.

Matters referred to the Board shall be specific in terms of the action desired. The person shall submit the request for Board review to the executive director. The Board shall not consider or act on complaints that have not been explored at the appropriate administrative level. If the Board agrees to review the complaint by adding it to a Board meeting agenda, the Board's decision shall be made in writing within 15 working days after the Board's review. All decisions and findings by the Board shall be final.

Adopted: December 3, 2019