

A woman with blonde hair is adjusting a blue helmet on a young child's head. The child is looking towards the camera with a slight smile. The woman is wearing a grey sweater. The background is a plain, light-colored wall.

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DCSD ic
Douglas County School District

Parent Engagement Update

Policy KE, Public Complaints Review

Suggested changes and overriding principles

Board File: KE

PUBLIC COMPLAINTS

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip schools to do their tasks more effectively is welcomed by the Board of Education.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. Teacher
2. Building Administrator
3. Director of Schools
4. Chief Academic Officer
5. Superintendent
6. Board of Education

Any complaint about school personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.

When a complaint is made directly to an individual Board member, the procedure outlined below will be followed:

1. The Board member shall refer the person making the complaint to the building administrator or the superintendent of schools.
2. If the person does not wish to go alone to the building administrator or superintendent, the Board member may accompany the person while he makes his complaint.
3. If the person will not personally present this complaint to the building administrator or superintendent, the Board member will then ask that the complaint be written and signed. The Board member may then take the complaint to the building administrator or superintendent for investigation.
4. If at any time the person making the complaint feels that he has not been given a satisfactory reply from a building administrator, he should be advised to consult with the superintendent and, if still not satisfied, to request a hearing before the Board of Education.

Current practice codified 1978
Adopted: date of manual adoption
Revised: June 3, 2008
Revised: May, 2012

CROSS REF.:
BC, Board Member Conduct & Ethics

Teacher, Coach, etc.

(if not resolved, then...)

Building Administrator

(if not resolved, then...)

Executive Director of Schools

(if not resolved, then...)

Deputy Superintendent and/or Assistant Superintendent

(if not resolved, then...)

Superintendent

(if not resolved, then...)

Board of Education

Board File: KE – DRAFT 1.6.23

PUBLIC CONCERNS AND COMPLAINTS

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip schools to do their tasks more effectively is welcomed by the Board of Education.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. Teacher/Coach, etc.
2. Building Administrator
3. *Executive Director of Schools*
4. *Deputy Superintendent and/or Assistant Superintendent*
5. *Superintendent*
6. *Board of Education*

Any complaint about school personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.

Any complaint related to the cross referenced policies below, including, but not limited to, Title IX, Equal Employment Opportunity and Learning Resources, shall follow the process per applicable policy and associated regulations.

When a complaint is made directly to an individual Board member, the Board member shall refer the person making the complaint to the building administrator or the superintendent of schools.

Current practice codified 1978 Adopted: date of manual adoption Revised: June 3, 2008

Revised: May, 2012

DRAFT Revised XX, 2023

CROSS REF.:

AC, Nondiscrimination/Equal Opportunity

BC, Board Member Conduct & Ethics

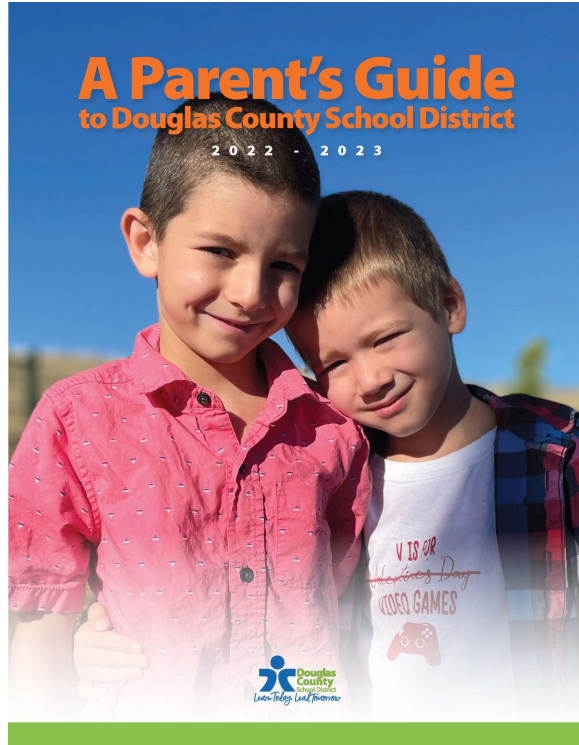
KEC, Public Complaints About Learning Resources

KEE, Nondiscrimination of the Public on the Basis of Disability

Additional Opportunities

- Reviewing additional policies, regulations and procedures
 - JICB, Prevention of Bullying
 - KBB, Parent and Community Engagement
 - Student Grievance Process
- A Parent's Guide
- Parent Resource Center on DCSD Website

A Parent's Guide



REPORTING CONCERNS AND GRIEVANCES

As a parent/guardian, one of the most important things you can do for your child's education is to develop relationships with the people in your child's academic life. This includes teachers, principals, your child's friends and their parents. If you have strong, positive relationships with all of these people, you will be better prepared to meet the challenges and address the needs that arise in your student's life. Having a positive relationship and open method of communication with this important network of professionals and people will be beneficial to you and your student.

We recognize the importance of being your child's advocate. Here are guidelines to help you work through any concerns that may arise during the school year.

Proper Channeling of Concerns/Grievances

The DCSD Board of Education believes that concerns and grievances are best handled and resolved as close to their origin as possible, as per DCSD Board of Education Policy KE. . Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials should be as follows (contact information can be found on page 5 of this Parent Guide).



In compliance with Titles VI & VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination in Employment Act of 1967, the Americans with Disabilities Act, the Genetic Information Nondiscrimination Act of 2008, and Colorado law, the Douglas County School District RE-1 does not unlawfully discriminate against otherwise qualified students, employees, applicants for employment, or members of the public on the basis of disability, race, creed, color, sex, sexual orientation, marital status, national origin, religion, ancestry, or need for special education services. Discrimination against employees and applicants for employment based on age, genetic information, and conditions related to pregnancy or childbirth is also prohibited in accordance with state and/or federal law.

Complaint procedures have been established for students, parents, employees, and members of the public. The School District's Compliance Officer and Title IX Coordinator to address complaints alleging sexual harassment under Title IX is Aaron Henderson, 620 Wilcox Street, Castle Rock, Colorado, complianceofficer@dcsk12.org, 720-433-1083.

Outside Agencies

Complaints regarding violations of Title VI, (race, national origin), Title IX (sex, gender), Section 504/ADA (handicap or disability), may be filed directly with the Office for Civil Rights, U.S. Department of Education, 1244 North Speer Blvd., Suite 310, Denver, CO 80204. Complaints regarding violations of Title VII (employment) and the ADEA (prohibiting age discrimination in employment) may be filed directly with the Federal Office of Equal Employment Opportunity Commission, 309 E. 17th Ave., Suite 510, Denver, CO 80202, or the Colorado Civil Rights Commission, 1560 Broadway, Suite 1050, Denver, CO 80202.

Tips for Conflict Management

Conflict management works best if all parties:

- Engage in active listening
- Problem solve by focusing on the problem, not the person
- Set clear expectations and goals
- Follow up, as necessary
- Participate in good faith and be committed to the process

Setting up an Appointment

If you would like to voice a concern in person, it is strongly recommended that you set up an appointment. This helps ensure that staff is available and that your concern can be fully discussed. School staff can sometimes accommodate walk-ins depending on the severity of the issue, but teachers and administrators request scheduled appointments.

To set an appointment with a teacher, please contact the teacher directly. Generally, the best times to meet with a teacher are before and after school.

To set an appointment with the principal or assistant principal, please contact the office staff.

Parent Resource Center

Parent Resource Center

Academic Calendars

Bus Pass (SMART Tag)

Code of Conduct

DCSD App

Dyslexia Information

Emergency Communications

Enrollment

Express Check-In

Homeless Students/McKinney-Vento Services

Lunch Menus

Online Payments (MySchoolBucks)

Family, Parent and Community Engagement

Parent Portal (EngagED)

Parent Portal FAQ

Parent Portal (Infinite Campus)

Password Reset

Douglas County School District » Parents & Students » Family Resources » Parent Resource Center

Parent Resource Center

Parent Portals & IT Support



- **Infinite Campus Parent/Student Portal** -- View your student's assignments, grades, class schedule, attendance, and more.
- **MySchoolBucks** -- Top up your student's lunch account balance and pay other fees for transportation, activities, athletics, and field trips.
- **EngagED Parent Portal** -- Complete Express Check-In, submit a SMART Tag (bus pass) application, access elementary progress reports, and view your student's enrollment status.
- **Nutrislice** -- Find your school's daily lunch menu.
- **Canvas Support** -- Canvas by Infrastructure Support for parents and students.

>>> [Reset Your Password and Manage Your Account](#)

Need further assistance? Call our IT Dept at 303-387-0001.
Or use this [Parent Tech Support Link](#).

Quick Links

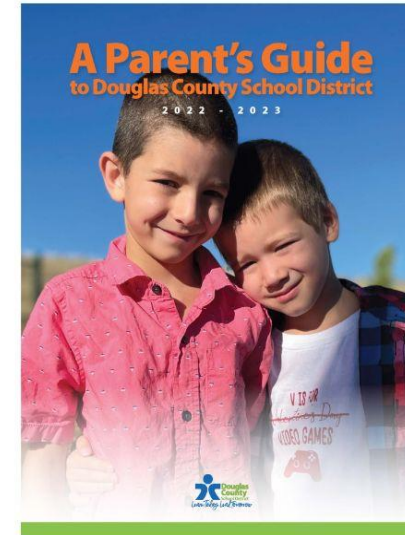
 [Enroll my child for school \(new families\)](#)

 [Find my school](#)

 [Find my child's bus stop and schedule](#)

 [Apply for a bus pass](#)

 [Find my child's lunch menu](#)



[Download A Parent's Guide](#)



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