

**Alaska Gateway School District  
Citizen Complaint Procedure and Form**

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Persons residing in the Alaska Gateway School District have the right to be critical of the district and its employees. School district employees, also, are entitled to various rights, including the right to the protection of due process of law. In order to satisfy any conflicting rights of citizens and district employees, the following procedures are established by the Alaska Gateway School District for processing complaints against employees, policies, practices, and procedures of the school district.

Most complaints can be resolved by informal discussions between the complainant and the employee or the employee's supervisor. **This formal complaint process is reserved for complaints after informal discussions have failed to resolve the problem.** In that case, a formal written complaint must be filed no later than thirty (30) days after the incident being complained about occurred. If the incident occurs at the end of the school year, a formal written complaint must be filed by June 30 of the current school year. Even after a formal written complaint is started, efforts may be made at any point in time to accomplish satisfactory informal resolution of the problem. In no case, is there to be retaliation from either party because a formal complaint has been filed.

**Directions for Processing a Complaint Against an Employee**

1. A person lodging a complaint against an employee should meet with that employee and then the site administrator (principal or principal-teacher) of the employee to discuss the problem in an attempt to reach a solution.
2. Any person who is dissatisfied with the result of such a meeting may wish to complete a Citizen Complaint Form.
3. Send the completed Citizen Complaint Form to the Office of the Superintendent, Alaska Gateway School District, Post Office Box 226, Tok, Alaska 99780-0226 (telephone 907-883-5151). A letter of receipt will be sent to the person filing the written complaint naming the person whom he or she will be working with to resolve the complaint.
4. A copy of the completed Citizen Complaint Form will be provided to the employee against whom the charge or complaint is made with a request that the employee respond in writing through complainant's contact person within ten (10) working days after the receipt of the written complaint.
5. If the complaint is not resolved in the previous step, the matter will be forwarded to the Superintendent, who shall issue a written decision in a timely manner, not to exceed thirty (30) days after receipt of the complaint by the Superintendent.
6. If the person making the written complaint is not satisfied with the Superintendent's written decision, he or she may appeal the decision of the superintendent within thirty (30) days to the Regional School Board. The decision of the Regional School Board shall be final. (AR 1252)

**Directions for Processing a Complaint About Discrimination or Sexual Harassment**

1. If the complaint involves illegal discrimination (AR 1254a) or sexual harassment (BP 5020), the Citizen Complaint Form may be filed directly with the Office of the Superintendent or other appropriate government agency(ies).

**Litigation**

1. At any point after the Citizen Complaint Form process has been initiated, if a person filing the complaint indicates a desire to pursue litigation, or does in fact file a lawsuit, the school district's citizen's complaint process will be terminated.
2. The School District, then, will turn the matter over to its attorney.

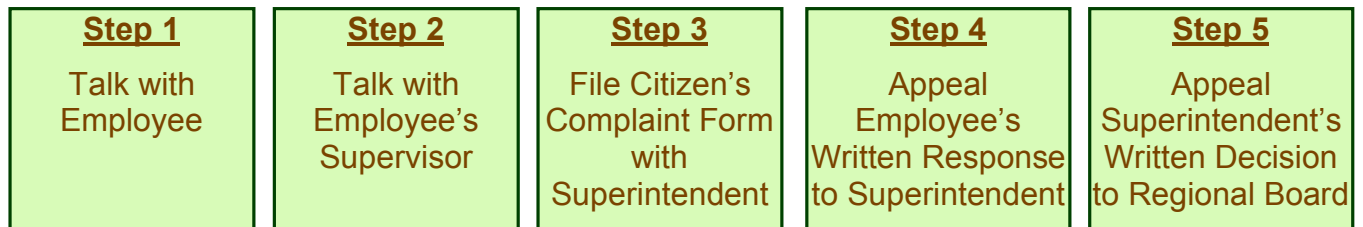
## Acknowledgement

### (A Signed "Citizen Complaint Form" Acknowledges Understanding)

The following information is listed neither to encourage nor discourage the filing of a formal written complaint. Rather, it is intended to inform citizens of the possible outcomes of a formal complaint proceeding.

- I understand that the school district may request additional information from me regarding the matter about which I am complaining and I agree to provide such information as is available to me. I understand, also, that as a complainant, I may be required to testify and be subject to cross-examination.
- I understand that while my requested resolution of the complaint will be considered carefully, the responsibility for the action taken may be more or less severe than the remedy I have proposed. In serious situations, the information contained in my complaint may be used, along with other things, as a basis for termination of an employee.
- I understand, if the complaint is directed toward the actions of an employee, the school district will give a copy of my written complaint to the individual(s) about whom I have a complaint. The person complained about would be given the opportunity to respond in writing to my complaint and a copy of the response will be given to me.
- I understand that, if the matter I am complaining about is not informally resolved, a hearing may be held at some point before the Regional School Board. That hearing shall be held in executive session in accordance with Alaska's Open Meeting Act and Regional School Board policy. At that hearing, the person against whom I have complained has the right to be present, has the right to be represented, and has the right to cross-examine me, as well as other adverse witnesses. A confidential record of the meeting will be kept.
- I understand that I may request to withdraw my formal written complaint at any time. However, in the event that the school district views the matter raised in my complaint as being sufficiently serious, the school district may pursue the complaint despite my desire not to proceed.
- I understand that, if judicial proceedings arise from the matters which I have raised in my complaint, both the person I complained about and I would be entitled to all the rights and protections available to participants in such a judicial proceeding.

### Complaint About AGSD Employee



**Decision of Regional Board is Final.**

