

**ARKANSAS-LOUISIANA CONFERENCE  
K-12 COMPLAINT PROCEDURE  
FOR STUDENTS, PARENTS, AND SCHOOL BOARD MEMBERS**

**STEP ONE: Initial Concern Discussed**

- A. When a concern arises, the individual with the concern must meet and speak directly to the teacher or principal involved about that concern, seeking understanding and resolution. The concern may be expressed in writing as well as verbally.
- B. The concern shall not progress to Step Two until Step One has been fulfilled.
- C. Both parties are expected to write a brief summary of this initial meeting if the concern is not resolved.
- D. It is considered unethical to discuss the concern with a third party before Step One has been completed.

**STEP TWO: Initial Concern Unresolved**

- A. If the initial concern is unresolved at Step One, the principal/head teacher will set a time convenient to both parties to meet together to discuss the concern seeking resolution. Both parties will present the principal/head teacher with their written summaries of the initial meeting.
- B. If the principal/head teacher is included in the initial concern, the school board chairman will become involved and follow the procedures outlined in Step Two A.
- C. The principal or school board chairman will keep written documentation of this meeting, and request both parties to sign the completed summary.
- D. It is considered unethical to discuss the concern with individuals not related to the problem.

**STEP THREE: School Board Chairman or Superintendent Involved**

- A. If the concern is unresolved at Step Two the school board chairman will set a time convenient to the principal/head teacher, the individual with the concern, and the teacher involved to seek resolution to the problem. The signed documentation from Step Two will be presented at this meeting.
- B. If the school board chairman was involved in Step Two, the ARKLA Conference educational superintendent or designee will also be present. The local church pastor(s) will be invited to attend this meeting.

- C. The school board chairman or designee will keep written documentation of this meeting, and request all parties attending the meeting to sign a completed summary.

**STEP FOUR: School Board Involved**

- A. If the concern is unresolved at Step Three, the school board chairman will invite the concerned individuals to appear at the next school board meeting. The signed documentation from Step Three will be presented at the meeting.
- B. The ARKLA Conference educational superintendent or designee will be present.
- C. The concerned individuals will be given opportunity to express their complaint and the teacher or principal will be given opportunity to reply. The school board members may question both parties.
- D. After this questioning period both the concerned individuals and the teacher or principal will be asked to leave the room while the board decides if this is a parent/student problem, a teacher/principal problem, or a combination of both.
- E. If this is a parent/student problem it will be dealt with according to policy ARKLA Conference Complaint Procedure, page 3 in the school handbook and Southwestern Union educational policy. This conclusion reached by the board will be given to the parent in written form and the matter will be closed.
- F. If this is a teacher/principal problem this process will progress to Step Five.
- G. All parties involved will keep the discussions and conclusions confidential.
- H. The school board will evaluate the situation to determine if new school policies and procedures should be implemented to avoid similar problems in the future or to correct the current problem.
- I. At no time during a school board meeting may a complaint against a faculty member be presented without first having followed the procedures outlined in the previous steps.

**STEP FIVE: Teacher/Principal Problem**

- A. If it is determined by the school board in the presence of the educational superintendent that the concerns are due to teacher/principal problems, the problems will be concisely outlined in writing by the educational superintendent and presented to the teacher/principal along with expectations to correct the problem. A procedure to

evaluate the expected changes will also be determined. A copy of the problems, the expectations, and the evaluation procedure will also be shared with the school board chairman.

- B. After approximately 60 days the teacher/principal=s progress will be evaluated with a copy of the results given to the teacher/principal and the school board chairman. If expected progress is not evidenced the superintendent will send the teacher/principal a letter outlining the seriousness of the situation.
- C. After a second 60 day period the teacher/principal=s progress will be evaluated again with a copy of the results given to the teacher/principal ARKLA Conference Complaint Procedure, page 4 and the school board chairman. If adequate progress has been made the concerns will be considered closed and a letter of appreciation given to the teacher/principal for their accomplishment by the superintendent. If adequate progress has not been made the superintendent will send the teacher/principal a letter informing the teacher/principal that expected progress is not happening and that an administrative transfer to a new location may be necessary. If at all possible the transfer is not to take place during the school year.
- D. At the end of the second 60-day period the school board, with the superintendent present, will determine if the teacher/principal can continue to function effectively in the school or if the K-12 Board will be asked to transfer the teacher/principal to a new location.

