

ROE – COMMUNITY RELATIONS

PUBLIC COMPLAINTS - Personnel

Although no citizens or client shall be denied the right to present a complaint about Regional Office of Education personnel or programs, resolution of such complaints will be initially dealt with directly at the department or program level by the persons involved (parents, students, teachers, administrator, etc.).

The ROE places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful, or unjustified criticism or complaints. If feasible, the complainant shall be encouraged to first bring a complaint to the individual concerned. If the problem cannot be resolved with the individual concerned, it should be brought to the attention of the immediate supervisor or administrator. The individual employee involved shall be given every opportunity for explanation, comment, and presentation of the facts as he/she sees them.

If the issue is not resolved by involvement of the immediate supervisor, following the ROE's Procedure for Processing Complaints, the complainant can refer the issue to the Regional Superintendent or his/her designee for his/her review and decision.

If the above steps do not resolve the concern of the complainant, he/she may request a final review of the designee's decision by the Regional Superintendent. All steps in the process are outlined in the Procedures for Processing Complaints.

All complaints must be filed within 180 days of the occurrence of the problem or issue.

LEG. REF.: Ill. Rev. Stat., 83-787.

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