



**NORTH**  
KANSAS CITY  
SCHOOLS

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**Perry Hilvitz Ed. D.**  
**Assistant Superintendent**

2000 NE 46<sup>th</sup> Street,

Kansas City, Missouri 64116

Phone (816) 321-4821 Fax (816) 413-5105

e-mail: [perry.hilvitz@nkcschools.org](mailto:perry.hilvitz@nkcschools.org)

*Striving to ensure lifelong success for our children and communities.*

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It is the policy of the North Kansas City School District to investigate and attempt to resolve concerns and complaints in an orderly manner. Please review Policy KL prior to completing this form.

Complaint or concern initiated by:

Address:

City:

State:

Zip:

Phone:

This is a request for North Kansas City Schools to review the services provided by *(program or individual)*:

My specific concerns are (identify the Board policy you believe was violated):

I recommend the following to resolve my concerns:

I have discussed my concerns with the following persons:

### **Process for Resolving a Concern or Complaint**

The following steps are to be followed by parents/guardians, students or the public when concerns or complaints arise regarding the operation of the school district that cannot be addressed through other established policies or procedures.

1. Concerns or complaints should first be addressed to the teacher or employee directly involved.
2. Unsettled matters from (1) above or concerns or complaints regarding individual schools should be presented in writing to the principal of the school. The principal will provide a written response to the individual raising the concern ("complainant") within five business days of receiving the complaint or concern unless additional time is necessary to investigate or extenuating circumstances exist.
3. Unsettled matters from (2) above or concerns or complaints regarding the school district in general should be presented to the superintendent or designee in writing. The superintendent or designee will provide a written response to the complainant within ten business days of receiving the concern or complaint, unless additional time is necessary to investigate or extenuating circumstances exist.
4. If the matter cannot be settled satisfactorily by the superintendent or designee, a member of the public may request that the issue be put on the Board agenda, using the process outlined in Board policy. In addition, written comments submitted to the superintendent or the secretary of the Board that are directed to the Board will be provided to the entire Board. The Board is not obligated to address a complaint. If the Board decides to hear the issue, the Board's decision is final. Otherwise, the superintendent's decision on the issue is final.

### **Prohibition against Retaliation**

The Board strictly prohibits discrimination or retaliation against any person for bringing a concern to the attention of the district or participating in the complaint process. This prohibition extends to relatives and others associated with the person who brought the concern or complaint. The Board directs all district employees to cooperate in investigations of complaints.