

## Instruction

## Parent/Customer Complaint Procedure

Administration will have a process for the collection and resolution of parent/customer complaints. Complaints will be addressed in a timely way and will be tracked and recorded in accordance with established parent/customer complaint procedures.

## Legal Reference:

Policy adopted: April 11, 1977  
Policy revised: February 13, 1978  
Policy revised: August 20, 1979  
Policy revised: September 16, 1985  
Policy revised: March 18, 1996  
Policy revised: February 1, 1999  
Policy reviewed: August 21, 2000  
Policy revised: September 19, 2005  
Administrative regulation modified: December 19, 2016