



Racine Unified School District Parent/Customer Complaint Procedure

Parent/Customer complaints should first be discussed directly with the RUSD staff member involved so that they have an opportunity to resolve the problems you bring to their attention. If the problem is a school related matter and discussion with the staff member does not result in a resolution of the problem, parents/customers should contact their school's Assistant Principal and/or Directing Principal. If, after speaking with school administration, the parent/customer still feels a resolution has not been reached, please fill out the Parent/Customer Complaint Form.

If the complaint is an Administrative Service Center (ASC) staff related matter and discussion with the ASC staff member does not result in a resolution of the problem, please contact that staff member's direct supervisor. If, after speaking with the direct supervisor, the parent/customer still feel a resolution has not been reached, please fill out the Parent/Customer Complaint Form.

The Parent/Customer Complaint Form is available to parent/customers to provide an opportunity to register any concerns parents/customers might have about a school district facility, program, employee, policy, or action. These forms are available, on [our website](#), from any RUSD school or the Office of the Chief of Schools.

The following procedure should be followed:

1. Any complaint must be submitted to the school within ten (10) school days after the event in question occurred providing the parent knew or should have known of the event in question. Otherwise, it may, at the discretion of the directing principal, be dropped.
2. The directing principal or administrator will respond in writing to the registered Level I complaint and return it to the parent/customer and a copy to the Chief of Schools' Office within five (5) business days.
3. If the parent/customer is satisfied with the directing principal's or administrator's written response, the matter is considered to be resolved.
4. If the parent/customer is not satisfied, please contact the Office of the Chief of Schools, 3109 Mt. Pleasant Street, Racine, WI 53404, telephone 631-7067 or 631-7062, to request a Level II response.
5. The Chief of Schools or designee will arrange for a time to discuss the matter with the parent/customer within three (3) business days.
6. The Chief of Schools or designee will respond in writing to the Level II complaint resolution and return it to the parent/customer.
7. If the results of this discussion and response to the matter are satisfactory, the complaint will be considered resolved.
8. If the parent/customer are still not satisfied that the complaint has been resolved, the Superintendent or designee will arrange for a time to discuss the matter with you within three (3) business days.

The Racine Unified School District believes that the use of the Parent/Customer Complaint Form will provide an opportunity for concerns to be dealt with quickly and responsibly so that the educational needs of students can be most effectively served.