Concerns or complaints should first be addressed to your child’s teacher or the employee directly involved.

Unsettled matters from step 1 or concerns/complaints regarding your child’s school should be presented in writing to the principal or department. The principal or department chair will provide a written response within five business days of receiving the concern or complaint unless an investigation is necessary.

Unsettled matters from step 2 or concerns/complaints regarding the school district in general should be presented to the superintendent’s designee on the Executive Leadership Team in writing. The executive team leader will provide a written response within five business days of receiving the concern or complaint unless an investigation is necessary.

Unsettled matters from step 3 or concerns/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 within five business days of receiving the concern or complaint unless an investigation is necessary.

If the matter cannot be settled satisfactorily by the superintendent or designee, you may request that the issue be put on the Board agenda, using the process outlined in Board policy.

The Raytown C-2 School District believes that building trusting relationships by open communication is important in order to improve and better meet the needs of our students and community.

If you have a concern or complaint, please refer to board policy KL, which reflects the steps to resolving concerns or complaints for the district.