

**PUBLIC COMPLAINT AND INQUIRIES - REGULATION**

**A. Matters Regarding a Teaching Staff Member**

**First Level**

If it is a matter specifically directed toward a teaching staff member, the matter must be addressed, initially, to the staff member concerned who shall discuss it promptly with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his or her authority and district rules and regulations.

If unresolved, the staff member shall report the matter within five school days, in writing, and whatever action may have been taken, to the building principal. The staff member should provide the principal with a copy of all correspondence related to the matter.

**Second Level**

If the matter was not or cannot be satisfactorily resolved at the first level, it may be discussed by the complainant with the building principal.

**Third Level**

If a satisfactory solution is not achieved by discussion with the building principal, a written or verbal request by the complainant shall be submitted within five school days to the Chief School Administrator. Should the matter be resolved in conference with the Chief School Administrator, the Board shall be advised of the resolution.

**Fourth Level**

Should the matter still not be resolved, or if it is one beyond the Chief School Administrator's authority and requires a Board decision or action, the complainant may request, in writing, a hearing by the full Board or appropriate Board Committee. This request should include:

- a. The specific nature of the complaint and a brief statement of the facts giving rise to it and all pertinent documentation, and
- b. The respect in which it is alleged that the complainant (or child of the complainant) has been adversely affected.

The Board, or committee, after reviewing all materials related to the case, shall grant a hearing. No more than thirty days following the hearing, the complainant shall be advised, in writing, of the Board's decision.

**B. Matters Regarding an Administrative Staff Member**

In the case of a complaint directed toward an administrative staff member, the general procedure specified in Part A above shall be followed. The complaint shall be discussed, initially, with the person to whom it is directed and, if a satisfactory resolution is not achieved at this level, the matter shall be brought, as required, to higher levels terminating with the Board.

**C. Matters Regarding a Non-instructional Staff Member**

In the case of a complaint directed toward a non-instructional staff member, the complaint is to be directed initially, toward the person's supervisor, and the matter then brought, as required, to higher levels in the manner prescribed in Part A above.

**D. Matters Regarding Pupils**

In the case of a complaint concerning a pupil, the general procedure specified in Part A above shall be followed.

**E. Matters Regarding a Program or Operation**

If the request, suggestion, complaint, or grievance relates to a matter of district school policy, procedure, program, or operation, it should be addressed, initially, to the building principal and then brought in turn to higher levels of authority in the manner prescribed in Part A above.

**F. Matters Regarding Instructional Materials**

If the request, suggestion, complaint, or grievance relates to instructional materials such as textbooks, library books, reference books and other instructional aids used in the district, the following procedures shall be followed:

1. The criticism is to be addressed to the Chief School Administrator, in writing, and shall include:
  - a. Author;
  - b. Title;
  - c. Publisher;
  - d. The complainant's familiarity or concerns with the material objected to, sections objected to, by page and item;
  - e. Reasons for objections;
  - f. In what class or subject the material was used; and
  - g. How the material was used.
2. Upon receipt of the information, the Chief School Administrator shall, after advising the Board of the complaint and upon board approval, appoint a review committee which may consist of:
  - a. An administrator;
  - b. A teacher in the subject area;
  - c. A Board member (to chair the committee); and
  - d. A person knowledgeable in the area or any additional persons necessary.

3. The Chief School Administrator and Board President shall be members ex officio of the committee. The complainant shall be invited to meet with the committee at the initial stage and any other stages deemed necessary.
4. The committee, in evaluating the questioned material, shall be guided by the following criteria:
  - a. The appropriateness of the material for the age and maturity level of the students with whom it is being used;
  - b. The objectivity of the material;
  - c. The use being made of the material.
5. The committee's recommendation shall be reported to the Chief School Administrator, in writing, within thirty days following the formation of the committee. The Chief School Administrator will advise the Board, in writing, of the committee's recommendation.
6. The Board shall review the case and advise the complainant, in writing, of its decision after the next regularly scheduled Board meeting or within thirty days.

**Date:**

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