

Complaints Regarding the District

Complaints about the conduct of the schools may originate with school personnel, students, parents, and other citizens. Such complaints can be resolved most expeditiously if they are taken first to the staff member or administrator immediately in charge of the area in which the problem arises. If necessary, complaints should then be raised, reviewed through successive administrative levels to the Superintendent, and subsequently to the Board, when appropriate. Whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it shall be referred to the Superintendent for study and resolution through normal channels.

Failing to reach a satisfactory resolution to the problem or complaint with the staff member or administrator immediately in charge of the area in which the problem arises, the complainant shall be encouraged to ask for review and further consideration through successive administrative levels to the Superintendent. If appropriate, complaints may subsequently be brought to the attention of the Board as indicated below.

If a specific employee is unaware of the complaint, but is involved because of the circumstances, that employee shall be advised of the nature of the complaint and shall be given ample opportunity for explanation, comment, and presentation of the facts from the employee's perspective. In cases where the complaint may lead to disciplinary action, the staff member shall be entitled to Association representation.

School Personnel

In instances where the complaint involves an employee and remains unresolved at the building level, the administrator immediately in charge of the area in which the problem arises shall promptly provide the Superintendent or designee with a written report including:

- A statement of the complaint prepared by the complainant and specifying the precise nature of the complaint. The statement must be signed by the complainant.
- A statement of the facts on both sides of the matter.
- A summary of the opportunities afforded both sides to be heard.
- A statement on how the complainant would propose to resolve the matter.
- A statement on how the staff member would propose to resolve the matter.
- A recommendation on how the complaint can best be resolved from the point of view of the administrator.

The Superintendent or designee shall prepare a similar written report if Board involvement becomes necessary to resolve the complaint.

Instructional Materials

In instances where the complaint involves instructional materials and remains unresolved at the building level, the building administrator immediately in charge of the area in which the problem arises shall promptly provide the Superintendent with a written report including:

- A statement of the complaint, prepared by the complainant and listing the author, title, publisher, and the objections by pages and items; or in case of materials other than printed material, written information specifying the precise nature of the objection. The statement must be signed by the complainant.
- A summary of the positions taken on both sides of the matter during the administrative review of the complaint.
- A summary of the opportunity afforded both sides to be heard.
- A statement on how the complainant would propose to resolve the matter.
- A statement on how the staff member would propose to resolve the matter.
- A recommendation on how the complaint can best be resolved from the point of view of the administrator.

If the complaint has not been resolved at the building level, the Superintendent shall establish a review committee composed of the Director of Curriculum and five or more members selected from the administrative and instructional areas directly concerned.

In their deliberations, the review committee shall consider the educational philosophy of the school district, the professional opinions of other teachers of the same subject and of other competent authorities, reviews of the materials by reputable bodies, the teacher's own stated objectives in using the materials, and the objections of the complainant.

The findings of the review committee shall be in writing and be transmitted to the Superintendent who will make a decision on the course of action to take. The Superintendent or Superintendent's designee shall meet with the complainant for purposes of resolving the matter.

The Superintendent shall submit the reports from the building level and district review committee, along with a recommendation, if Board involvement becomes necessary to resolve the complaint.

An individual student may be excused from using challenged materials. The teacher shall then assign the student alternate materials of equal merit. Although individuals may be excused from using challenged materials, the use of challenged materials by class, school, or district shall not be restricted until final disposition has been made in accordance with the Regulation.