

POLICY

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PUBLIC COMPLAINTS AND GRIEVANCES

9130 PUBLIC COMPLAINTS AND GRIEVANCES

PUBLIC COMPLAINTS AND GRIEVANCES - NOT RELATED TO INSTRUCTIONAL AND RESOURCE MATERIALS

Any resident, student, or parent/guardian of a student in the district may present a request, suggestion, or complaint concerning district personnel, the educational program, or the operations of the district. The Board directs the establishment of procedures for the hearing and settlement of requests and complaints that provide a means for resolving them fairly and impartially, permit appropriate redress, and protect district personnel from unnecessary harassment.

When a Board member is confronted with an issue, he/she will withhold comment, commitment and/or opinion and refer the complaint or inquiry to the Superintendent, who shall review the complaint according to established procedures.

Only in those cases where satisfactory adjustment cannot be made by the Superintendent and the staff shall communications and complaints be referred to the Board for resolution.

Any misunderstandings or disputes between the public and school district staff should, whenever possible, be settled by direct, informal discussions among the interested parties. It is only when such informal meetings fail to resolve differences that more formal procedures shall be employed. A complaint about a school program or personnel should be addressed to the Building Principal;

The Superintendent shall establish procedures for the hearing and the operation of the school district. Procedures will be governed by the following guidelines:

1. The matter will be resolved initially, wherever possible, by informal discussions between or among the interested parties at the level of authority closest to the cause of the complaint
2. A matter that cannot be resolved informally may be appealed at successive levels of authority, up to and including the Board of Education, unless otherwise stated in policy.
3. The complaint and its immediate resolution will be reduced to writing at the first and at each successive level of appeal.



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4. A reasonable period of time, not to exceed ten working days, will be permitted for the filing of an appeal in writing at each successive level. A decision at each level of appeal must be rendered in writing no later than ten working days after the appeal is filed, except that the Board shall have forty-five calendar days to make its decision.
5. A complainant shall be notified that a decision of the Board may be appealed to the Commissioner of Education.

PUBLIC COMPLAINTS AND GRIEVANCES – RELATED TO INSTRUCTIONAL AND RESOURCE MATERIALS:

Materials in a school's collection are curated by educational professional in order to support students's academic and personal growth. There may be a time when a student or a parent/guardian in the district may want the school to reconsider the inclusion of a particular material in the collection.

Any resident, student, or parent/guardian of a student that has a legitimate interest in the schools of this district may present a request, suggestion, or complaint concerning instructional or resource materials, of the district. The Board directs the establishment and publication of procedures for the hearing and settlement of requests and complaints that provide a means for resolving them fairly and impartially, permit appropriate redress, and protect district personnel from unnecessary harassment.

When a Board member is confronted with an issue, he/she will withhold comment, commitment and/or opinion and refer the complaint or inquiry to the Superintendent, who shall review the complaint according to established procedures.

Any misunderstandings or disputes regarding instructional or resource materials should, whenever possible, be settled by direct, informal discussions among the interested parties. If it is not feasible to try informal discussions first, or if such informal discussions fail to resolve the matter, the more formal procedures shall be used, in accordance with the District's established Chain of Command. A complaint about instructional or resource materials should be addressed to the building principal after first having an informal discussion with the school librarian or teacher about the material in question.

The Superintendent shall establish procedures for the hearing of requests and complaints related to instructional and resource materials. Procedures for instructional and resource materials will be governed by the following guidelines:



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- a. The student or parent/legal guardian of a district school student in the school district shall use the following procedures to present evidence that the material does not meet the criteria of Resource Materials Policy 2530 and any applicable state requirements by requesting reconsideration of the challenged material.
- b. Challenged materials shall remain in use and shall not be removed until the following informal and formal due process procedures have been fully completed.
- c. No challenged material may be removed solely because it presents ideas that may be unpopular or offensive to some.
- d. No challenged material may be removed from the curriculum or from a collection of resource materials except by action of the Board of Education after a public hearing. Any Board action to remove material will be accompanied by the Board's statement of its reasons for the removal.
- e. If more than one item is being challenged, each item challenged will be read, reviewed and considered individually.

Please see Regulation 9130 for information about the procedures used when an instructional and/or resource material is challenged.

Adopted: 26 July 2010

Revised: 16 October 2023

