

## **PROCEDURE FOR PUBLIC COMPLAINTS AND GRIEVANCE**

Any requests, suggestions, complaints or grievances reaching the Board, Board members, or the administration shall be referred to the Superintendent for consideration according to the following procedure.

### **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 concerned staff member who shall discuss it promptly with the complainant or take appropriate action within his/her authority and district rules and regulations. As appropriate, the staff member shall report the matter and whatever action may have been taken to the building Principal.

**SECOND LEVEL:** If the matter can not be satisfactorily resolved at the first level, it shall 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 request for a conference shall be submitted to the Superintendent with a copy to the Board. This request should include:

1. The specific nature of the complaint and a brief statement of the fact giving rise to it.
2. The respect in which it is alleged that the complainant (or child of the complainant) has been affected adversely.
3. The action which the complainant wishes taken and the reasons why it is felt that such action be taken, and
4. Should the matter be resolved in conference with the Superintendent, the Board shall be advised of the resolution.

**FOURTH LEVEL:** Should the matter still not be resolved, or if it is one beyond the Superintendent's authority and requires a Board decision or action, the complainant shall request, in writing, a hearing by the Board.

The Board, after reviewing all material relating to the case, will either provide the complainant with its written decision or grant a hearing before the Board or before a committee of the Board. The complainant shall be advised, in writing, of the Board's decision no more than 30 days following the hearing.

### **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 shall be followed. The complaint shall be discussed, initially, with the person toward 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 NON-INSTRUCTIONAL STAFF**

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

### **D. MATTERS REGARDING PROGRAM OR OPERATION**

If the request, suggestion, complaint or grievance relates to a matter of district or school policy, procedure, program or operation it should be addressed, initially, to the building Principal or the head of the department who is most directly concerned, and then brought in turn to higher levels of authority in the manner prescribed in Part A.

### **E. MATTERS REGARDING INSTRUCTIONAL MATERIALS**

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

1. The criticism is to be addressed to the Superintendent in writing and shall include title, author, publisher, the complainant's familiarity with the material objected to, sections objected to by page and item, reasons for objection, in what school and class the material was used, and how the material was used.
2. Upon receipt of the information, the Superintendent shall, after advising the Board of the complaint, appoint a review committee consisting of the Head of the Department in which the material is being used, a teacher in the subject area, an administrator, a Board member and a lay person knowledgeable in the area.
3. 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 levels of the students with whom it is being used; b) the accuracy of the material; c) the objectivity of the material and d) the use being made of the material.
4. Pending the committee's decision the material in question may not be withdrawn from use.
5. The committee's decision shall be reported to the Superintendent in writing within 21 days following the formation of the committee. The Superintendent will advise the complainant in writing of the committee's decision and advise the Board of the action taken or recommended.
6. The complainant may appeal this decision to the Board through written request to the Superintendent who shall forward the request and all written material relating to the matter to the Board.
7. The Board may review the case and advise the complainant in writing of its decision in 30 days.