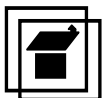


R 9130 PUBLIC COMPLAINTS AND GRIEVANCES

All complaints and grievances addressed to the Board of Education, Board members individually, school officials, or district staff members shall be referred to the Superintendent for consideration in accordance with the following procedures:

- A. Complaints About a Program, Practice, or Operation
 1. A complaint about a district or school policy, procedure, program, or operation, including entitlement programs established by State or Federal law, should be addressed, initially, to the administrator or department head most directly concerned with the matter.
 2. A complaint that cannot be satisfactorily resolved at the first level may be appealed to the Superintendent and, thereafter, the Board or committee thereof.
- B. Complaints Regarding a Teaching Staff Member Other Than Administrator
 1. First Level
 - a. The complainant will be directed to address the matter to the staff member.
 - b. The staff member will be directed to discuss the matter directly with the complainant and to make every reasonable effort to explain the difficulty and/or take appropriate action in accordance with district regulations and within his or her authority and district regulations.
 - c. The staff member will report the matter, and whatever action may have been taken to resolve the matter, to the Principal.
 2. Second Level
 - a. If the matter cannot be satisfactorily resolved at the first level, the complainant may discuss the matter with the Principal.
 - b. The Principal will take all reasonable and prudent steps to resolve the complaint or to explain to the complainant why the matter cannot be resolved as the complainant wishes.



3. Third Level

- a. If the matter cannot be satisfactorily resolved at the second level, the complainant may, within ten working days of his or her meeting with the Principal, submit to the Superintendent a request for a conference.
- b. Within ten working days of receiving the complaint, the Superintendent or his/her designee may, at his/her discretion, schedule a conference, at a mutually convenient time, and attempt to resolve the matter informally.
- c. The Superintendent or his/her designee shall provide the complainant with a copy of his/her decision in writing.

4. Fourth Level

- a. A complaint that is not resolved in conference with the Superintendent or that seeks a remedy beyond the Superintendent's jurisdiction may be appealed to the Board of Education.
- b. The complainant may, within ten working days of his or her receipt of the Superintendent's written disposition, submit a written request for a hearing before the Board. The request will include a copy of the Superintendent's disposition at Level 3.
- c. The Board, or a subcommittee thereof, may, within its sole discretion, conduct an informal hearing, in which the complainant will present his or her complaint. The Board may, on the petition of the complainant, permit the examination of witnesses. The Board may permit the teaching staff member who is the subject of the complaint to testify in his or her own behalf.

Should the Board elect not to hold a hearing, they may respond to the complaint in writing.

- d. The Board shall, within ten working days of the hearing, or subsequent to the next Board meeting, whichever is later, advise the complainant in writing of the Board's disposition of the complainant.
- e. The complainant will be advised that the Board's decision may be appealed to the Commissioner of Education.



5. Reasonable efforts will be made to expedite a complaint that arises at the end of the school year so that the matter can be resolved before the end of the school year.
- C. Complaints About an Administrative Staff Member
- The procedure set forth in A will be followed except that the complainant will be directed to discuss the matter first with the administrator.
- D. Complaints About a Support Staff Member
1. The procedure set forth in A will be followed except that the complainant will be directed to discuss the matter first with the support staff member.
 2. Appeal at the second level of the complaint procedure will be to the support staff member's supervisor.
- E. Complaints About Instructional and Resource Materials
1. Complaints about textbooks, library books, reference work, and other instructional materials used in the district will be made in writing and submitted to the Superintendent.
 2. Within ten working days of the receipt of the complaint, the Superintendent will review the material and report his/her findings to the Board.
 3. If the Board acts to remove the material complained about or to limit access to the material, its action will be accompanied by a statement of reasons for the removal or limitation.
 4. A copy of the Board's action, if any, will be given to the complainant.

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