

## PUBLIC COMPLAINTS

Complaints and grievances about the school district are best handled and resolved as close to their origin as possible. The staff should be given an opportunity to resolve problems informally or by administrative review prior to board involvement. Board members are encouraged to refer persons making complaints to staff members in accordance with this policy.

### Complaints about policies

Complaints about policies should be directed to the superintendent or the board president. The superintendent shall review all signed complaints and apprise the board about them. The superintendent shall notify the complainant of the board's determination.

### Complaints about library books, textbooks, or instructional materials

Complaints about library books, textbooks and other instructional materials should be directed to the building principal or the superintendent. The superintendent is authorized to appoint a review committee if the complaint cannot be resolved through informal discussion. The superintendent may accept or reject the advice of the committee, but may not authorize the removal of library books or textbooks without the approval of the board.

### Complaints about school personnel

If a complaint cannot be resolved adequately with the staff member involved, it may be pursued as far as deemed necessary up the administrative ladder: first to the building principal, then to the superintendent, and finally to the board. The building principal may involve other administrative staff in the process. The complainant should allow time at each level for an appropriate and satisfactory resolution prior to redirecting a concern.

### Complaints about other matters

Complaints about other matters should be referred to the appropriate teacher, building principal, or other staff member.

Nothing in this policy is intended to prohibit any person from contacting the superintendent or members of the Board of Education when appropriate.

Adopted Feb. 26, 1996; amended Dec. 20, 2004.

Cross-reference:  
4513 Library Media Materials Selection and Adoption