**CITIZEN COMPLAINT PROCEDURES**

**COMPLAINTS CONCERNING STAFF OR PROGRAMS**

Constructive criticism can be helpful to the district. At the same time, the board has confidence

in its staff and programs and shall act to protect them from unwarranted criticism or disruptive

interference. Complaints received by the board or a board member shall be referred to the

superintendent for investigation.

The superintendent shall develop procedures to handle complaints concerning staff or programs.

Complaints regarding instructional materials should be pursued in the manner provided for in

policy 2020 (Curriculum Development and Adoption of Instructional Materials).

**COMPLAINTS CONCERNINGSTAFF OR PROGRAMS (PROCEDURES)**

Most  complaints  can  be  resolved  by  informal  discussions  between  the  citizen  and  the  staff  member.

Should  the  matter  not  be  resolved,  the  principal  shall  attempt  to  resolve  the  issue  through  a

conference  with  the  citizen  and  the  staff  member.

The  following  procedures  apply  to  the  processing  of  a  complaint  which  cannot  be  resolved  in  the

manner  described  above:

A. If  the  problem  is  not  satisfactorily  resolved  at  the  building  level,  the  citizen  should  file  a

written  complaint  with  the  superintendent  which  describes  the  problem,  and  a  suggested

solution.  The  superintendent  should  send  copies  to  the  principal  and  staff  member.

B. The  principal  and  staff  member  shall  respond  to  the  superintendent  in  writing  or  in  person.

C. The  superintendent  shall  then  attempt  to  resolve  the  matter  through  a  conference  with  the

citizen,  staff  member,  and  principal.

D. If  the  matter  is  still  not  resolved,  the  superintendent  shall  present  the  issue  to  the  board.  If

the  complaint  is  against  a  staff  member,  the  complaint  shall  be  handled  in  executive  session

in  the  presence  of  the  staff  member.  The  board  shall  attempt  to  make  a  final  resolution  of  the

matter.  Any  formal  actions  by  the  board  must  take  place  at  an  open  meeting.  If  such  action

may  adversely  affect  the  contract  status  of  the  staff  member,  the  board  shall  give  written

notice  to  the  staff  member  of  his/her  rights  to  a  hearin

**PROCEDURES TO PROTEST INSTRUCTIONAL MATERIALS**

When a parent/guardian or employee challenges any instructional materials used or restricted from

use in the schools, the following steps should be taken:

1. Concerns should first be discussed with the certificated teacher and/or the school principal. All

parties are urged to resolve the concern at this level.

2. If the concerns cannot be resolved through discussion at the school level, the following steps

will be taken and the challenged instructional material will continue to be used until a decision

is rendered:

a. If the challenged instructional material is supplemental in nature, at a parent's written

request to the principal, the supplemental material may be asked to be withdrawn

from their student. The principal shall facilitate a meeting of the complainant(s) and

appropriate school staff. Following the meeting, the principal shall respond with a

written decision. If warranted by the scope of the supplemental material, an appeal

may be submitted to the Superintendent, or designee requesting review by the

Instructional Materials Committee and a written decision.

b. If the instructional material is core, alternative core, or intervention material, the

parent/guardian or employee may register a request for reconsideration with the

Superintendent or designee. This request will be forwarded to the Instructional

Materials Review committee. The IMC will review the complaint and establish a timely

process for public consideration of the complaint, if appropriate.

All instructional material reconsideration decisions will be by majority vote of the IMC and are final.

Decisions of the committee will be delivered in writing to the Superintendent, complainant, and

affected staff within ten (10) school business days.



