

Instruction

Procedure for Handling Complaints Concerning Educational Materials

1. All criteria or challenges of materials should be received courteously. The critic should be thanked for expressing interest in the education of the community's children. The name of the complainant should be requested.
2. If the complainant identified himself or herself, that person should be informed that a procedure has been established and a Complaint Form must be completed and submitted. A copy of the Complaint Form procedures should be available with a Complaint Form attached. The need for obtaining specific information should be emphasized as essential to a speedy resolution of the complaint or the problem.
3. After the written complaint is formally received, the school administrator should evaluate the merits of the complaint by checking the material and making a judgment. The official position of the school should be explained to all parties concerned.
4. If the school administrator feels that there is some validity to the complaint, the Chief Academic Officer will determine the appropriate method of addressing and resolving the complaint.
5. If the Chief Academic Officer cannot bring resolution to the complaint, the Superintendent shall be appraised of the situation. The Superintendent shall determine the appropriate method of addressing and resolving the complaint. The Superintendent's resolution to the complaint shall be final and binding.

Legal Reference:

Policy adopted: April 11, 1977
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