

FAIRFIELD AREA SCHOOL DISTRICT

PUBLIC COMPLAINTS

5470

5470.1 Any resident or community group shall have the right to present a request, suggestions or complaint concerning District personnel, the program, or the operations of the District. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide a fair and impartial manner for seeking appropriate remedies.

5470.2 Any misunderstandings between the public and the School District shall be resolved by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences that more formal procedures will be employed.

5470.3 Any requests, suggestions or complaints reaching Board Members and the Board shall be referred to the Superintendent for consideration and action. In the event that further action is warranted, based on the initial investigation, such action shall be in accordance with the following procedures.

5470.4 Procedures

5470.4a Matters regarding a teaching staff member

First Level - A matter specifically directed toward a teaching staff member shall be addressed, initially, to the concerned staff member and guidance counselor or Building Principal who shall discuss it with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority.

Second Level - If the matter cannot 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, the Principal shall attempt to schedule a conference with the Superintendent. The Principal will furnish to the Superintendent a report which will include the specific nature of the complaint and a brief statement of the facts giving rise to it.

Fourth Level - Should the matter still not be resolved by the Superintendent, or if it is beyond the Superintendent's authority and requires Board action, the Superintendent shall furnish the Board with a complete report.

The Board, after reviewing all material relating to the case, shall grant a hearing before the Board.

The complainant shall be advised, in writing, of the Board's decision, no more than ten days following the hearing.

5470.4b 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 in accordance with the organization chart of the School District, terminating with the School Board.

5470.4c Matters regarding a non-instructional staff member

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 accordance with the organization chart of the School District in the manner prescribed in Part A.

5470.4d A request, suggestion, or complaint, relating to a matter of district or school policy, procedure, program or operation should be addressed, initially to the Building Principal or the head of the non-professional department who is most directly concerned; and then brought, in turn, to higher levels of authority in the manner prescribed in Part A.

5470.4e Matters regarding pupil progress and well-being.

In the case of a complaint directed toward this area, the general procedures specified in Part A shall be followed.

5470.4f Matters regarding Library/Media Center Materials

In the case of a complaint concerning the selection and/or use of any library/media center materials, the following procedure must be followed:

- (1) Secure from the office in the building involved a copy of the Citizen's Request for Reconsideration of Library/Media Center Materials.
- (2) Upon the completion of the form, the complainant will return the form to the appropriate building office.
- (3) The appropriate Building Principal will forward the completed form to the Controversial Material advisory Committee and notify the professional staff involved.
- (4) The committee will meet within a reasonable period of time. The committee will examine the questioned material and review the complaint. Within a reasonable period of time the committee will respond to the complaint in writing, recommending a resolution to said complaint.
- (5) If the complainant is not satisfied with the committee's response, the issue will be referred to the Board and the Superintendent for resolution.

5470.4g Matters regarding instructional materials

In the case of a complaint concerning the selection and or use of instructional materials, the following procedure must be used:

- (1) Secure from the office in the building involved a copy of the Citizen's Request for Reconsideration of Instructional Materials Form.
- (2) Upon the completion of the form, the complainant will return the form to the appropriate office.
- (3) The appropriate Building Principal will forward the completed form to the Controversial Material Advisory Committee and notify the professional staff involved.
- (4) The committee will meet within a reasonable period of time. The committee will examine the questioned material and review the complaint. Within a reasonable period of time, the committee will respond to the complaint in writing, recommending a resolution to said complaint.
- (5) If the complainant is not satisfied with the committee's response, the issue will be referred to the Board and the Superintendent for resolution.

5470.4h The Controversial Material advisory Committee

The Committee will be composed of:

- (1) The Building Principal concerned in an advisory capacity and who will serve as chair.
- (2) The professional staff member involved
- (3) A librarian/media specialist
- (4) A representative of the following curriculum areas (if obtainable a volunteer; if not obtainable the member should be appointed by the Superintendent.

(a) Science/Math

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(b) English

(c) Social Studies

- (5) A representative from one other curriculum area (if obtainable a volunteer).
- (6) A member of the Fairfield Ministerium chosen by that body on a rotating basis.
- (7) A member of the PTO who is not an officer.
- (8) A resident of the Fairfield Area School District to be appointed by the remainder of the committee.

Revised February 19, 1996