

**Complaints and Concerns** Public concerns when motivated by a sincere desire to improve the quality of the educational program shall be addressed by the procedures outlined below. Complaints and criticisms are most valuable when they represent the considered recommendations of public-spirited citizens and organizations who have studied all the pertinent facts. In this way such complaints and concerns may contribute to the school's effectiveness in carrying out its basic educational mission.

Complaints/Concerns will be investigated with regard to the nature of the problem, the facts of the problem, and a review of the evidence. This investigation will be done in an expeditious manner.

**General Complaint Procedures.** Complaints and grievances shall be handled and resolved as close to their origin as possible.

Although no member of the community shall be denied the right to petition the board of education for redress of a grievance, complaints shall be referred through the proper administrative channels for solution before investigation or action by the board. Exceptions are complaints that concern board actions or board operations only.

The board advises the public that the proper channeling of complaints involving instruction, discipline, or learning materials is as follows:

1. Teacher
2. Principal
3. Superintendent
4. Board of education

**Complaints Regarding Educational Materials** The board of education has established the following guidelines for addressing complaints regarding the utilization of books and other educational materials in the instructional program.

1. A parent and/or legal guardian has the right to request that his/her child not read, view or hear given material provided a written request is made to the appropriate building principal. No parent and/or legal guardian has the right to determine instructional materials for students other than his/her own children.

2. If there is parental/guardian concern about a particular book or instructional material, the parent will be asked to write a letter requesting a review of the book or other instructional material. This request will be reviewed by the teacher giving the assignment and the principal. If a question arises concerning the suitability of a library book or other library material, the same letter will be used to register parental concern and the letter will be reviewed by the librarian and the principal. The principal will discuss the results of the school's review with the superintendent of schools and provide an answer giving the school's position to the parent. If the parent is not satisfied with the answer given by the principal, he may appeal to the board of education through the superintendent of schools.

Legal Reference:      Keyishian v. Board of Regents 385 U.S. 589.603 (1967)

                                 President's Council, District 25 v. Community School  
                                 Board No. 25  
                                 457 F.2d 289

                                 Minarcini v. Community School Board, 541 F. 2d 577 (6<sup>th</sup>  
                                 Cir. 1076)

                                 Board of Education, Island Trees Union Free School  
                                 District No. 26 v. Pico, 457 U.S. 853 (1982).

                                 Academic Freedom Policy (adopted by Connecticut State  
                                 Board of Education, 9/9/81)

                                 Connecticut General Statutes

                                 10-238 Petition for hearing by board of education

**Policy Adopted: 3/13/00**  
**Revised: 6/8/2015**

## **ADMINISTRATIVE REGULATIONS CONCERNING COMPLAINTS AND CONCERNS**

It is the policy of the Board of Education and the intent of the school administration that complaints and concerns regarding the school system be resolved at the lowest appropriate level (example, teacher, principal, superintendent of schools).

If a complaint has not been resolved at the lowest appropriate level, the complainant may pursue the issue to the next level whichever is appropriate.

If an individual wishes to file a formal complaint, the complaint shall be set forth in writing stating the specific nature of the complaint. Such a complaint shall be filed with the Principal or the Superintendent of Schools.

When a formal complaint is filed at the administrative level, the administrator shall render a written decision on the complaint within ten (10) days of receipt of the complaint.

If a written formal complaint is not resolved satisfactorily at the administrative level, it may be filed in writing with the Board of Education. The complaint shall be investigated with a paper audit between the Superintendent and the Board of Education and a decision rendered within thirty (30) days.

### **Procedures For Registering Complaints And Concerns In General**

#### **A. Complaints Regarding Staff Members**

In no case shall a parent or citizen enter any classroom without securing prior permission of the principal unless at the invitation of the teacher/principal. This policy is intended to prevent any interruption of the educational process.

Board of Education members are to refer persons making complaints to the staff, Principal or Superintendent and are encouraged to ask that complaints be handled according to the method outlined in these Administrative Regulations.

## B. Complaints In General

While Board members are legal channels through which the citizens may make their feeling know to the professional staff, the Board itself shall hear complaints and concerns only as directed to it through the superintendent. A parent, citizen, or organization should direct his/her complaint/concern through the following channels:

1. The particular staff member concerned. – then
2. Principal
3. Superintendent of Schools
4. Board of Education.

Resolution shall be sought at the lowest level of the above. If unresolved at a lower level, the complaint or concern shall be referred to the Board of Education by the Superintendent. The Board of Education will conduct a paper audit with the Superintendent regarding the issue or complaint. Further action, if deemed appropriate, will be taken by the Board of Education.