

CMTY5 - Public Complaints

c - Community

PUBLIC COMPLAINTS

Whenever a complaint is made directly to the Board as a whole or to an individual Board member, the complaint will be referred to the school administration for study and resolution, if possible.

The administration will develop a procedure for courteously receiving complaints and ensuring proper responses to complainants. If a resolution of a problem cannot be achieved at the school level, either party may escalate the matter to the Superintendent for review.

The Board will only consider hearing citizen complaints that have not been resolved by the administration. Matters referred to the Board must be submitted in writing, clearly identifying the issue and stating the desired action. The Board will not consider or act on complaints that have not been processed through the appropriate administrative channels.

Complaint Resolution Process:

- **For student-related matters:** Complainants are encouraged to first speak with the student's teacher. If unresolved, the school administrator should be contacted.
- **Building-level resolution:** If the issue cannot be resolved at the building level, either party may escalate the matter to the Superintendent.
- **Board referral:** Complaints made directly to the Board or a Board member will be referred back to the school administration.

Complaints Regarding Instructional Resources:

Occasional objections to instructional materials may arise from the public despite the careful selection process. Complainants will be asked to complete the form "Citizen's Request for Reconsideration of Instructional Material." Upon receipt of the request, the Superintendent will review the materials in question. The Superintendent's findings will be shared with the principal and the citizen.

If the citizen is dissatisfied with the Superintendent's decision, they may appeal to the Board. The Board may refer the matter back to the Superintendent for further review or may review the materials based on its established criteria for material selection.

Complaints Regarding Facilities:

The Superintendent shall establish procedures for citizens who have complaints about District facilities or services. These procedures will provide for administrative review, with the option for the complainant to request a Board review if the matter is unresolved through administrative channels.

Legal References:

- A.R.S. 15-341
- A.R.S. 15-721
- 29 U.S.C. 794 Rehabilitation Act of 1973 (Section 504)